

Demographics

Gender		N	%	Class Level		N	%
Female		230	71.88%	1 year or less		114	35.19%
Male		90	28.13%	2 years		148	45.68%
Total		320	100.00%	3 years		37	11.42%
No Response		17		4 or more years		25	7.72%
				Total		324	100.00%
				No Response		13	

Age		N	%	Current GPA		N	%
18 and under		92	28.84%	No credits earned		13	4.01%
19 to 24		79	24.76%	1.99 or below		5	1.54%
25 to 34		70	21.94%	2.0 - 2.49		19	5.86%
35 to 44		49	15.36%	2.5 - 2.99		58	17.90%
45 and over		29	9.09%	3.0 - 3.49		75	23.15%
Total		319	100.00%	3.5 or above		154	47.53%
No Response		18		Total		324	100.00%
				No Response		13	

Ethnicity/Race		N	%	Educational Goal		N	%
African-American		5	1.52%	Associate degree		213	64.74%
American Indian or Alaskan Native		1	0.30%	Vocational/technical program		0	0.00%
Asian or Pacific Islander		5	1.52%	Transfer to another institution		80	24.32%
Caucasian/White		301	91.21%	Certification (initial / renewal)		9	2.74%
Hispanic		1	0.30%	Self-improvement/pleasure		4	1.22%
Other race		6	1.82%	Job-related training		4	1.22%
Race - Prefer not to respond		11	3.33%	Other educational goal		19	5.78%
Total		330	100.00%	Total		329	100.00%
No Response		7		No Response		8	

Current Enrollment Status		N	%	Employment		N	%
Day		237	72.92%	Full-time off campus		108	32.73%
Evening		85	26.15%	Part-time off campus		119	36.06%
Weekend		3	0.92%	Full-time on campus		5	1.52%
Total		325	100.00%	Part-time on campus		12	3.64%
No Response		12		Not employed		86	26.06%
				Total		330	100.00%
				No Response		7	

Current Class Load		N	%
Full-time		151	47.04%
Part-time		170	52.96%
Total		321	100.00%
No Response		16	

Demographics

Current Residence	N	%	Institution Question 2	N	%
Residence hall	0	0.00%	Campus item 2 - Answer 1	0	0%
Own house	118	35.65%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	46	13.90%	Campus item 2 - Answer 3	0	0%
Parent's home	148	44.71%	Campus item 2 - Answer 4	0	0%
Other residence	19	5.74%	Campus item 2 - Answer 5	0	0%
Total	331	100.00%	Campus item 2 - Answer 6	0	0%
No Response	6		Total	0	100.00%
			No Response	337	

Residence Classification	N	%
In-state	318	98.45%
Out-of-state	1	0.31%
International (not U.S. citizen)	4	1.24%
Total	323	100.00%
No Response	14	

Disabilities	N	%
Yes - Disability	24	7.59%
No - Disability	292	92.41%
Total	316	100.00%
No Response	21	

Institution Was My	N	%
1st choice	211	75.36%
2nd choice	49	17.50%
3rd choice or lower	20	7.14%
Total	280	100.00%
No Response	57	

Institution Question	N	%
Campus item - Answer 1	0	0%
Campus item - Answer 2	0	0%
Campus item - Answer 3	0	0%
Campus item - Answer 4	0	0%
Campus item - Answer 5	0	0%
Campus item - Answer 6	0	0%
Total	0	100.00%
No Response	337	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 31. The campus is safe and secure for all students.
- 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.
- 41. Admissions staff are knowledgeable.
- 66. Program requirements are clear and reasonable.
- 6. My academic advisor is approachable.
- 68. On the whole, the campus is well-maintained.
- 34. Computer labs are adequate and accessible.
- 50. Tutoring services are readily available.
- 61. Faculty are usually available after class and during office hours.
- 14. Library resources and services are adequate.
- 36. Students are made to feel welcome on this campus.
- 27. The campus staff are caring and helpful.

Challenges

- 15. I am able to register for classes I need with few conflicts.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 8. Classes are scheduled at times that are convenient for me.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 52. This school does whatever it can to help me reach my educational goals.
- 46. Faculty provide timely feedback about student progress in a course.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 23. Faculty are understanding of students' unique life circumstances.
- 3. The quality of instruction in the vocational/technical programs is excellent.
- 39. The amount of student parking space on campus is adequate.
- 63. I seldom get the "run-around" when seeking information on this campus.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Community Colleges

- 31. The campus is safe and secure for all students.
- 32. My academic advisor is knowledgeable about my program requirements.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 11. Security staff respond quickly in emergencies.
- 15. I am able to register for classes I need with few conflicts.
- 70. I am able to experience intellectual growth here.
- 41. Admissions staff are knowledgeable.
- 7. Adequate financial aid is available for most students.
- 66. Program requirements are clear and reasonable.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 5. The personnel involved in registration are helpful.
- 69. There is a good variety of courses provided on this campus.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 6. My academic advisor is approachable.
- 52. This school does whatever it can to help me reach my educational goals.
- 20. Financial aid counselors are helpful.
- 68. On the whole, the campus is well-maintained.
- 30. The career services office provides students with the help they need to get a job.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 34. Computer labs are adequate and accessible.
- 51. There are convenient ways of paying my school bill.
- 46. Faculty provide timely feedback about student progress in a course.
- 50. Tutoring services are readily available.
- 61. Faculty are usually available after class and during office hours.
- 14. Library resources and services are adequate.
- 25. My academic advisor is concerned about my success as an individual.
- 36. Students are made to feel welcome on this campus.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 42. The equipment in the lab facilities is kept up to date.
- 23. Faculty are understanding of students' unique life circumstances.
- 53. The assessment and course placement procedures are reasonable.
- 60. Billing policies are reasonable.

Higher Importance vs. National Community Colleges

- 31. The campus is safe and secure for all students.

Strategic Planning Overview

- 32. My academic advisor is knowledgeable about my program requirements.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 11. Security staff respond quickly in emergencies.
- 41. Admissions staff are knowledgeable.
- 7. Adequate financial aid is available for most students.
- 66. Program requirements are clear and reasonable.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 5. The personnel involved in registration are helpful.
- 29. Faculty are fair and unbiased in their treatment of individual students.
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- 34. Computer labs are adequate and accessible.
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- 42. The equipment in the lab facilities is kept up to date.
- 23. Faculty are understanding of students' unique life circumstances.
- 53. The assessment and course placement procedures are reasonable.
- 60. Billing policies are reasonable.

Institutional Summary
Scales: In Order of Importance

Scale	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising/Counseling	6.47	5.94 / 1.24	0.53	6.26	5.42 / 1.36	0.84	0.52 ***
Admissions and Financial Aid	6.45	5.96 / 1.10	0.49	6.18	5.38 / 1.27	0.80	0.58 ***
Registration Effectiveness	6.45	5.96 / 0.97	0.49	6.26	5.60 / 1.07	0.66	0.36 ***
Instructional Effectiveness	6.44	5.84 / 1.05	0.60	6.29	5.58 / 1.11	0.71	0.26 ***
Safety and Security	6.42	5.96 / 1.06	0.46	6.15	5.34 / 1.21	0.81	0.62 ***
Concern for the Individual	6.40	5.78 / 1.15	0.62	6.20	5.43 / 1.26	0.77	0.35 ***
Academic Services	6.38	6.09 / 0.96	0.29	6.16	5.70 / 1.06	0.46	0.39 ***
Campus Climate	6.30	5.88 / 0.99	0.42	6.10	5.50 / 1.12	0.60	0.38 ***
Service Excellence	6.30	5.94 / 1.01	0.36	6.08	5.48 / 1.12	0.60	0.46 ***
Student Centeredness	6.29	5.95 / 1.05	0.34	6.11	5.56 / 1.18	0.55	0.39 ***
Campus Support Services	6.14	5.83 / 1.32	0.31	5.67	5.21 / 1.26	0.46	0.62 ***
Responsiveness to Diverse Populations		6.00 / 1.27			5.66 / 1.27		0.34 ***

* Difference statistically significant at the .05 level
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National Group Means are based on 185252 records.

Institutional Summary
Items: In Order of Importance

Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. The campus is safe and secure for all students.	6.67	6.31 / 0.98	0.36	6.41	5.82 / 1.29	0.59	0.49 ***
32. My academic advisor is knowledgeable about my program requirements.	6.62	6.14 / 1.30	0.48	6.40	5.57 / 1.64	0.83	0.57 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.61	6.09 / 1.13	0.52	6.42	5.83 / 1.31	0.59	0.26 ***
11. Security staff respond quickly in emergencies.	6.58	6.01 / 1.36	0.57	6.11	5.28 / 1.49	0.83	0.73 ***
15. I am able to register for classes I need with few conflicts.	6.57	5.86 / 1.36	0.71	6.43	5.57 / 1.51	0.86	0.29 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.57	5.66 / 1.42	0.91	6.49	5.66 / 1.37	0.83	0.00
8. Classes are scheduled at times that are convenient for me.	6.56	5.67 / 1.45	0.89	6.46	5.56 / 1.50	0.90	0.11
70. I am able to experience intellectual growth here.	6.56	6.19 / 1.09	0.37	6.42	5.90 / 1.29	0.52	0.29 ***
7. Adequate financial aid is available for most students.	6.54	5.93 / 1.43	0.61	6.31	5.41 / 1.66	0.90	0.52 ***
41. Admissions staff are knowledgeable.	6.54	6.09 / 1.22	0.45	6.27	5.58 / 1.44	0.69	0.51 ***
66. Program requirements are clear and reasonable.	6.53	6.09 / 1.20	0.44	6.37	5.68 / 1.40	0.69	0.41 ***
5. The personnel involved in registration are helpful.	6.52	5.98 / 1.38	0.54	6.25	5.50 / 1.56	0.75	0.48 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.52	5.94 / 1.44	0.58	6.26	5.34 / 1.66	0.92	0.60 ***
69. There is a good variety of courses provided on this campus.	6.52	6.05 / 1.18	0.47	6.37	5.79 / 1.37	0.58	0.26 ***
6. My academic advisor is approachable.	6.51	6.09 / 1.35	0.42	6.32	5.59 / 1.62	0.73	0.50 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.51	5.78 / 1.49	0.73	6.34	5.57 / 1.49	0.77	0.21 *

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Institutional Summary

Items: In Order of Importance

Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. This school does whatever it can to help me reach my educational goals.	6.49	5.79 / 1.40	0.70	6.31	5.43 / 1.50	0.88	0.36 ***
20. Financial aid counselors are helpful.	6.48	5.94 / 1.30	0.54	6.21	5.29 / 1.68	0.92	0.65 ***
68. On the whole, the campus is well-maintained.	6.48	6.40 / 0.92	0.08	6.27	5.96 / 1.27	0.31	0.44 ***
30. The career services office provides students with the help they need to get a job.	6.47	5.89 / 1.25	0.58	6.04	5.25 / 1.50	0.79	0.64 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.47	5.92 / 1.25	0.55	6.27	5.59 / 1.44	0.68	0.33 ***
34. Computer labs are adequate and accessible.	6.46	6.13 / 1.28	0.33	6.25	5.82 / 1.37	0.43	0.31 ***
51. There are convenient ways of paying my school bill.	6.46	5.95 / 1.37	0.51	6.26	5.67 / 1.45	0.59	0.28 **
46. Faculty provide timely feedback about student progress in a course.	6.45	5.82 / 1.43	0.63	6.31	5.45 / 1.50	0.86	0.37 ***
50. Tutoring services are readily available.	6.45	6.11 / 1.35	0.34	6.14	5.68 / 1.42	0.46	0.43 ***
61. Faculty are usually available after class and during office hours.	6.45	6.09 / 1.24	0.36	6.28	5.77 / 1.35	0.51	0.32 ***
14. Library resources and services are adequate.	6.43	6.14 / 1.19	0.29	6.19	5.83 / 1.31	0.36	0.31 ***
25. My academic advisor is concerned about my success as an individual.	6.43	5.87 / 1.47	0.56	6.23	5.29 / 1.71	0.94	0.58 ***
36. Students are made to feel welcome on this campus.	6.43	6.19 / 1.09	0.24	6.26	5.77 / 1.34	0.49	0.42 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	5.71 / 1.55	0.71	6.21	5.21 / 1.68	1.00	0.50 ***
42. The equipment in the lab facilities is kept up to date.	6.42	5.85 / 1.35	0.57	6.23	5.62 / 1.42	0.61	0.23 *

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Institutional Summary
Items: In Order of Importance

Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
87. Cost as factor in decision to enroll.	6.42			6.35			
23. Faculty are understanding of students' unique life circumstances.	6.41	5.72 / 1.43	0.69	6.25	5.41 / 1.54	0.84	0.31 ***
53. The assessment and course placement procedures are reasonable.	6.40	6.05 / 1.19	0.35	6.16	5.55 / 1.41	0.61	0.50 ***
60. Billing policies are reasonable.	6.40	5.98 / 1.27	0.42	6.18	5.54 / 1.45	0.64	0.44 ***
88. Financial aid as factor in decision to enroll.	6.40			6.10			
3. The quality of instruction in the vocational/technical programs is excellent.	6.39	5.55 / 1.38	0.84	6.19	5.52 / 1.37	0.67	0.03
24. Parking lots are well-lighted and secure.	6.39	6.08 / 1.19	0.31	6.19	5.42 / 1.57	0.77	0.66 ***
27. The campus staff are caring and helpful.	6.39	6.12 / 1.10	0.27	6.19	5.67 / 1.32	0.52	0.45 ***
39. The amount of student parking space on campus is adequate.	6.39	5.70 / 1.48	0.69	6.23	4.84 / 1.95	1.39	0.86 ***
48. Counseling staff care about students as individuals.	6.39	6.01 / 1.26	0.38	6.17	5.46 / 1.52	0.71	0.55 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.39	6.08 / 1.26	0.31	6.10	5.41 / 1.48	0.69	0.67 ***
55. Academic support services adequately meet the needs of students.	6.39	5.94 / 1.27	0.45	6.15	5.50 / 1.41	0.65	0.44 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.39	5.70 / 1.52	0.69	6.13	5.26 / 1.66	0.87	0.44 ***
16. The college shows concern for students as individuals.	6.37	5.62 / 1.37	0.75	6.19	5.29 / 1.57	0.90	0.33 ***
43. Class change (drop/add) policies are reasonable.	6.37	6.18 / 1.16	0.19	6.20	5.66 / 1.44	0.54	0.52 ***

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Institutional Summary
Items: In Order of Importance

Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
56. The business office is open during hours which are convenient for most students.	6.37	5.97 / 1.26	0.40	6.13	5.59 / 1.42	0.54	0.38 ***
17. Personnel in the Veterans' Services program are helpful.	6.36	5.89 / 1.49	0.47	5.22	4.98 / 1.49	0.24	0.91 ***
28. It is an enjoyable experience to be a student on this campus.	6.35	6.01 / 1.21	0.34	6.23	5.65 / 1.43	0.58	0.36 ***
26. Library staff are helpful and approachable.	6.34	6.31 / 1.08	0.03	6.06	5.78 / 1.35	0.28	0.53 ***
54. Faculty are interested in my academic problems.	6.34	5.71 / 1.49	0.63	6.14	5.37 / 1.51	0.77	0.34 ***
62. Bookstore staff are helpful.	6.34	6.17 / 1.22	0.17	6.12	5.73 / 1.44	0.39	0.44 ***
64. Nearly all classes deal with practical experiences and applications.	6.34	5.74 / 1.32	0.60	6.19	5.57 / 1.38	0.62	0.17 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.33	6.01 / 1.18	0.32	5.96	5.38 / 1.47	0.58	0.63 ***
47. There are adequate services to help me decide upon a career.	6.33	5.86 / 1.37	0.47	6.16	5.41 / 1.50	0.75	0.45 ***
45. This institution has a good reputation within the community.	6.32	6.03 / 1.20	0.29	6.13	5.77 / 1.36	0.36	0.26 **
57. Administrators are approachable to students.	6.32	6.04 / 1.23	0.28	6.15	5.52 / 1.46	0.63	0.52 ***
67. Channels for expressing student complaints are readily available.	6.32	5.40 / 1.70	0.92	6.04	5.08 / 1.69	0.96	0.32 **
2. Faculty care about me as an individual.	6.31	5.68 / 1.37	0.63	6.10	5.52 / 1.43	0.58	0.16 *
22. People on this campus respect and are supportive of each other.	6.30	6.00 / 1.24	0.30	6.11	5.52 / 1.39	0.59	0.48 ***
37. Faculty take into consideration student differences as they teach a course.	6.30	5.59 / 1.40	0.71	6.17	5.37 / 1.49	0.80	0.22 *

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Institutional Summary

Items: In Order of Importance

Item	Edison State Community 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.	6.30	5.42 / 1.66	0.88	6.23	5.12 / 1.73	1.11	0.30 **
12. My academic advisor helps me set goals to work toward.	6.29	5.74 / 1.61	0.55	6.12	5.25 / 1.74	0.87	0.49 ***
59. New student orientation services help students adjust to college.	6.27	5.82 / 1.40	0.45	5.95	5.43 / 1.52	0.52	0.39 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.23	5.58 / 1.52	0.65	6.03	5.17 / 1.62	0.86	0.41 ***
21. There are a sufficient number of study areas on campus.	6.22	6.13 / 1.22	0.09	6.12	5.69 / 1.44	0.43	0.44 ***
89. Academic reputation as factor in decision to enroll.	6.15			5.94			
19. This campus provides effective support services for displaced homemakers.	6.11	5.75 / 1.52	0.36	5.39	5.00 / 1.47	0.39	0.75 ***
4. Security staff are helpful.	6.07	5.64 / 1.48	0.43	5.78	5.30 / 1.55	0.48	0.34 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.98	5.95 / 1.27	0.03	5.84	5.50 / 1.45	0.34	0.45 ***
1. Most students feel a sense of belonging here.	5.86	5.73 / 1.20	0.13	5.66	5.43 / 1.39	0.23	0.30 ***
93. Geographic setting as factor in decision to enroll.	5.80			5.58			
44. I generally know what's happening on campus.	5.78	5.62 / 1.50	0.16	5.67	5.22 / 1.55	0.45	0.40 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.64			5.47			
90. Size of institution as factor in decision to enroll.	5.43			5.21			
10. Child care facilities are available on campus.	5.41	5.53 / 1.88	-0.12	4.60	4.46 / 1.80	0.14	1.07 ***

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Institutional Summary
Items: In Order of Importance

Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Campus appearance as factor in decision to enroll.	5.32			5.27			
92. Recommendations from family/friends as factor in decision to enroll.	5.16			4.99			
91. Opportunity to play sports as factor in decision to enroll.	3.64			3.56			
71. Campus item 1							
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							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.99 / 1.24			5.74 / 1.36		0.25 **
82. Institution's commitment to evening students?		5.81 / 1.46			5.61 / 1.45		0.20 *
83. Institution's commitment to older, returning learners?		5.93 / 1.42			5.71 / 1.42		0.22 *
84. Institution's commitment to under-represented populations?		6.03 / 1.29			5.59 / 1.41		0.44 ***

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Institutional Summary
Items: In Order of Importance

Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		6.03 / 1.31			5.56 / 1.47		0.47 ***
86. Institution's commitment to students with disabilities?		6.28 / 1.17			5.72 / 1.40		0.56 ***

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

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

Scale/Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.47	5.94 / 1.24	0.53	6.26	5.42 / 1.36	0.84	0.52 ***
6. My academic advisor is approachable.	6.51	6.09 / 1.35	0.42	6.32	5.59 / 1.62	0.73	0.50 ***
12. My academic advisor helps me set goals to work toward.	6.29	5.74 / 1.61	0.55	6.12	5.25 / 1.74	0.87	0.49 ***
25. My academic advisor is concerned about my success as an individual.	6.43	5.87 / 1.47	0.56	6.23	5.29 / 1.71	0.94	0.58 ***
32. My academic advisor is knowledgeable about my program requirements.	6.62	6.14 / 1.30	0.48	6.40	5.57 / 1.64	0.83	0.57 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.52	5.94 / 1.44	0.58	6.26	5.34 / 1.66	0.92	0.60 ***
48. Counseling staff care about students as individuals.	6.39	6.01 / 1.26	0.38	6.17	5.46 / 1.52	0.71	0.55 ***
52. This school does whatever it can to help me reach my educational goals.	6.49	5.79 / 1.40	0.70	6.31	5.43 / 1.50	0.88	0.36 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.38	6.09 / 0.96	0.29	6.16	5.70 / 1.06	0.46	0.39 ***
14. Library resources and services are adequate.	6.43	6.14 / 1.19	0.29	6.19	5.83 / 1.31	0.36	0.31 ***
21. There are a sufficient number of study areas on campus.	6.22	6.13 / 1.22	0.09	6.12	5.69 / 1.44	0.43	0.44 ***
26. Library staff are helpful and approachable.	6.34	6.31 / 1.08	0.03	6.06	5.78 / 1.35	0.28	0.53 ***
34. Computer labs are adequate and accessible.	6.46	6.13 / 1.28	0.33	6.25	5.82 / 1.37	0.43	0.31 ***
42. The equipment in the lab facilities is kept up to date.	6.42	5.85 / 1.35	0.57	6.23	5.62 / 1.42	0.61	0.23 *
50. Tutoring services are readily available.	6.45	6.11 / 1.35	0.34	6.14	5.68 / 1.42	0.46	0.43 ***
55. Academic support services adequately meet the needs of students.	6.39	5.94 / 1.27	0.45	6.15	5.50 / 1.41	0.65	0.44 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.45	5.96 / 1.10	0.49	6.18	5.38 / 1.27	0.80	0.58 ***
7. Adequate financial aid is available for most students.	6.54	5.93 / 1.43	0.61	6.31	5.41 / 1.66	0.90	0.52 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	5.71 / 1.55	0.71	6.21	5.21 / 1.68	1.00	0.50 ***
20. Financial aid counselors are helpful.	6.48	5.94 / 1.30	0.54	6.21	5.29 / 1.68	0.92	0.65 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.33	6.01 / 1.18	0.32	5.96	5.38 / 1.47	0.58	0.63 ***
41. Admissions staff are knowledgeable.	6.54	6.09 / 1.22	0.45	6.27	5.58 / 1.44	0.69	0.51 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.39	6.08 / 1.26	0.31	6.10	5.41 / 1.48	0.69	0.67 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.30	5.88 / 0.99	0.42	6.10	5.50 / 1.12	0.60	0.38 ***
1. Most students feel a sense of belonging here.	5.86	5.73 / 1.20	0.13	5.66	5.43 / 1.39	0.23	0.30 ***
2. Faculty care about me as an individual.	6.31	5.68 / 1.37	0.63	6.10	5.52 / 1.43	0.58	0.16 *
16. The college shows concern for students as individuals.	6.37	5.62 / 1.37	0.75	6.19	5.29 / 1.57	0.90	0.33 ***
22. People on this campus respect and are supportive of each other.	6.30	6.00 / 1.24	0.30	6.11	5.52 / 1.39	0.59	0.48 ***
27. The campus staff are caring and helpful.	6.39	6.12 / 1.10	0.27	6.19	5.67 / 1.32	0.52	0.45 ***
28. It is an enjoyable experience to be a student on this campus.	6.35	6.01 / 1.21	0.34	6.23	5.65 / 1.43	0.58	0.36 ***
31. The campus is safe and secure for all students.	6.67	6.31 / 0.98	0.36	6.41	5.82 / 1.29	0.59	0.49 ***
36. Students are made to feel welcome on this campus.	6.43	6.19 / 1.09	0.24	6.26	5.77 / 1.34	0.49	0.42 ***
44. I generally know what's happening on campus.	5.78	5.62 / 1.50	0.16	5.67	5.22 / 1.55	0.45	0.40 ***
45. This institution has a good reputation within the community.	6.32	6.03 / 1.20	0.29	6.13	5.77 / 1.36	0.36	0.26 **
52. This school does whatever it can to help me reach my educational goals.	6.49	5.79 / 1.40	0.70	6.31	5.43 / 1.50	0.88	0.36 ***
57. Administrators are approachable to students.	6.32	6.04 / 1.23	0.28	6.15	5.52 / 1.46	0.63	0.52 ***
59. New student orientation services help students adjust to college.	6.27	5.82 / 1.40	0.45	5.95	5.43 / 1.52	0.52	0.39 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.39	5.70 / 1.52	0.69	6.13	5.26 / 1.66	0.87	0.44 ***
67. Channels for expressing student complaints are readily available.	6.32	5.40 / 1.70	0.92	6.04	5.08 / 1.69	0.96	0.32 **

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

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.14	5.83 / 1.32	0.31	5.67	5.21 / 1.26	0.46	0.62 ***
10. Child care facilities are available on campus.	5.41	5.53 / 1.88	-0.12	4.60	4.46 / 1.80	0.14	1.07 ***
17. Personnel in the Veterans' Services program are helpful.	6.36	5.89 / 1.49	0.47	5.22	4.98 / 1.49	0.24	0.91 ***
19. This campus provides effective support services for displaced homemakers.	6.11	5.75 / 1.52	0.36	5.39	5.00 / 1.47	0.39	0.75 ***
30. The career services office provides students with the help they need to get a job.	6.47	5.89 / 1.25	0.58	6.04	5.25 / 1.50	0.79	0.64 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.98	5.95 / 1.27	0.03	5.84	5.50 / 1.45	0.34	0.45 ***
47. There are adequate services to help me decide upon a career.	6.33	5.86 / 1.37	0.47	6.16	5.41 / 1.50	0.75	0.45 ***
59. New student orientation services help students adjust to college.	6.27	5.82 / 1.40	0.45	5.95	5.43 / 1.52	0.52	0.39 ***

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National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.40	5.78 / 1.15	0.62	6.20	5.43 / 1.26	0.77	0.35 ***
2. Faculty care about me as an individual.	6.31	5.68 / 1.37	0.63	6.10	5.52 / 1.43	0.58	0.16 *
16. The college shows concern for students as individuals.	6.37	5.62 / 1.37	0.75	6.19	5.29 / 1.57	0.90	0.33 ***
25. My academic advisor is concerned about my success as an individual.	6.43	5.87 / 1.47	0.56	6.23	5.29 / 1.71	0.94	0.58 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.51	5.78 / 1.49	0.73	6.34	5.57 / 1.49	0.77	0.21 *
48. Counseling staff care about students as individuals.	6.39	6.01 / 1.26	0.38	6.17	5.46 / 1.52	0.71	0.55 ***

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National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.44	5.84 / 1.05	0.60	6.29	5.58 / 1.11	0.71	0.26 ***
2. Faculty care about me as an individual.	6.31	5.68 / 1.37	0.63	6.10	5.52 / 1.43	0.58	0.16 *
18. The quality of instruction I receive in most of my classes is excellent.	6.57	5.66 / 1.42	0.91	6.49	5.66 / 1.37	0.83	0.00
23. Faculty are understanding of students' unique life circumstances.	6.41	5.72 / 1.43	0.69	6.25	5.41 / 1.54	0.84	0.31 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.51	5.78 / 1.49	0.73	6.34	5.57 / 1.49	0.77	0.21 *
37. Faculty take into consideration student differences as they teach a course.	6.30	5.59 / 1.40	0.71	6.17	5.37 / 1.49	0.80	0.22 *
46. Faculty provide timely feedback about student progress in a course.	6.45	5.82 / 1.43	0.63	6.31	5.45 / 1.50	0.86	0.37 ***
54. Faculty are interested in my academic problems.	6.34	5.71 / 1.49	0.63	6.14	5.37 / 1.51	0.77	0.34 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.61	6.09 / 1.13	0.52	6.42	5.83 / 1.31	0.59	0.26 ***
61. Faculty are usually available after class and during office hours.	6.45	6.09 / 1.24	0.36	6.28	5.77 / 1.35	0.51	0.32 ***
64. Nearly all classes deal with practical experiences and applications.	6.34	5.74 / 1.32	0.60	6.19	5.57 / 1.38	0.62	0.17 *
65. Students are notified early in the term if they are doing poorly in a class.	6.30	5.42 / 1.66	0.88	6.23	5.12 / 1.73	1.11	0.30 **
66. Program requirements are clear and reasonable.	6.53	6.09 / 1.20	0.44	6.37	5.68 / 1.40	0.69	0.41 ***

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National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.52	6.05 / 1.18	0.47	6.37	5.79 / 1.37	0.58	0.26 ***
70. I am able to experience intellectual growth here.	6.56	6.19 / 1.09	0.37	6.42	5.90 / 1.29	0.52	0.29 ***

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National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.45	5.96 / 0.97	0.49	6.26	5.60 / 1.07	0.66	0.36 ***
5. The personnel involved in registration are helpful.	6.52	5.98 / 1.38	0.54	6.25	5.50 / 1.56	0.75	0.48 ***
8. Classes are scheduled at times that are convenient for me.	6.56	5.67 / 1.45	0.89	6.46	5.56 / 1.50	0.90	0.11
15. I am able to register for classes I need with few conflicts.	6.57	5.86 / 1.36	0.71	6.43	5.57 / 1.51	0.86	0.29 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.47	5.92 / 1.25	0.55	6.27	5.59 / 1.44	0.68	0.33 ***
43. Class change (drop/add) policies are reasonable.	6.37	6.18 / 1.16	0.19	6.20	5.66 / 1.44	0.54	0.52 ***
51. There are convenient ways of paying my school bill.	6.46	5.95 / 1.37	0.51	6.26	5.67 / 1.45	0.59	0.28 **
56. The business office is open during hours which are convenient for most students.	6.37	5.97 / 1.26	0.40	6.13	5.59 / 1.42	0.54	0.38 ***
60. Billing policies are reasonable.	6.40	5.98 / 1.27	0.42	6.18	5.54 / 1.45	0.64	0.44 ***
62. Bookstore staff are helpful.	6.34	6.17 / 1.22	0.17	6.12	5.73 / 1.44	0.39	0.44 ***

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

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		6.00 / 1.27			5.66 / 1.27		0.34 ***
81. Institution's commitment to part-time students?		5.99 / 1.24			5.74 / 1.36		0.25 **
82. Institution's commitment to evening students?		5.81 / 1.46			5.61 / 1.45		0.20 *
83. Institution's commitment to older, returning learners?		5.93 / 1.42			5.71 / 1.42		0.22 *
84. Institution's commitment to under-represented populations?		6.03 / 1.29			5.59 / 1.41		0.44 ***
85. Institution's commitment to commuters?		6.03 / 1.31			5.56 / 1.47		0.47 ***
86. Institution's commitment to students with disabilities?		6.28 / 1.17			5.72 / 1.40		0.56 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.42	5.96 / 1.06	0.46	6.15	5.34 / 1.21	0.81	0.62 ***
4. Security staff are helpful.	6.07	5.64 / 1.48	0.43	5.78	5.30 / 1.55	0.48	0.34 ***
11. Security staff respond quickly in emergencies.	6.58	6.01 / 1.36	0.57	6.11	5.28 / 1.49	0.83	0.73 ***
24. Parking lots are well-lighted and secure.	6.39	6.08 / 1.19	0.31	6.19	5.42 / 1.57	0.77	0.66 ***
31. The campus is safe and secure for all students.	6.67	6.31 / 0.98	0.36	6.41	5.82 / 1.29	0.59	0.49 ***
39. The amount of student parking space on campus is adequate.	6.39	5.70 / 1.48	0.69	6.23	4.84 / 1.95	1.39	0.86 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.30	5.94 / 1.01	0.36	6.08	5.48 / 1.12	0.60	0.46 ***
5. The personnel involved in registration are helpful.	6.52	5.98 / 1.38	0.54	6.25	5.50 / 1.56	0.75	0.48 ***
22. People on this campus respect and are supportive of each other.	6.30	6.00 / 1.24	0.30	6.11	5.52 / 1.39	0.59	0.48 ***
26. Library staff are helpful and approachable.	6.34	6.31 / 1.08	0.03	6.06	5.78 / 1.35	0.28	0.53 ***
27. The campus staff are caring and helpful.	6.39	6.12 / 1.10	0.27	6.19	5.67 / 1.32	0.52	0.45 ***
44. I generally know what's happening on campus.	5.78	5.62 / 1.50	0.16	5.67	5.22 / 1.55	0.45	0.40 ***
57. Administrators are approachable to students.	6.32	6.04 / 1.23	0.28	6.15	5.52 / 1.46	0.63	0.52 ***
62. Bookstore staff are helpful.	6.34	6.17 / 1.22	0.17	6.12	5.73 / 1.44	0.39	0.44 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.39	5.70 / 1.52	0.69	6.13	5.26 / 1.66	0.87	0.44 ***
67. Channels for expressing student complaints are readily available.	6.32	5.40 / 1.70	0.92	6.04	5.08 / 1.69	0.96	0.32 **

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

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.29	5.95 / 1.05	0.34	6.11	5.56 / 1.18	0.55	0.39 ***
1. Most students feel a sense of belonging here.	5.86	5.73 / 1.20	0.13	5.66	5.43 / 1.39	0.23	0.30 ***
16. The college shows concern for students as individuals.	6.37	5.62 / 1.37	0.75	6.19	5.29 / 1.57	0.90	0.33 ***
27. The campus staff are caring and helpful.	6.39	6.12 / 1.10	0.27	6.19	5.67 / 1.32	0.52	0.45 ***
28. It is an enjoyable experience to be a student on this campus.	6.35	6.01 / 1.21	0.34	6.23	5.65 / 1.43	0.58	0.36 ***
36. Students are made to feel welcome on this campus.	6.43	6.19 / 1.09	0.24	6.26	5.77 / 1.34	0.49	0.42 ***
57. Administrators are approachable to students.	6.32	6.04 / 1.23	0.28	6.15	5.52 / 1.46	0.63	0.52 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 185252 records.

Institutional Summary

Items: In Sequential Order

Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.86	5.73 / 1.20	0.13	5.66	5.43 / 1.39	0.23	0.30 ***
2. Faculty care about me as an individual.	6.31	5.68 / 1.37	0.63	6.10	5.52 / 1.43	0.58	0.16 *
3. The quality of instruction in the vocational/technical programs is excellent.	6.39	5.55 / 1.38	0.84	6.19	5.52 / 1.37	0.67	0.03
4. Security staff are helpful.	6.07	5.64 / 1.48	0.43	5.78	5.30 / 1.55	0.48	0.34 ***
5. The personnel involved in registration are helpful.	6.52	5.98 / 1.38	0.54	6.25	5.50 / 1.56	0.75	0.48 ***
6. My academic advisor is approachable.	6.51	6.09 / 1.35	0.42	6.32	5.59 / 1.62	0.73	0.50 ***
7. Adequate financial aid is available for most students.	6.54	5.93 / 1.43	0.61	6.31	5.41 / 1.66	0.90	0.52 ***
8. Classes are scheduled at times that are convenient for me.	6.56	5.67 / 1.45	0.89	6.46	5.56 / 1.50	0.90	0.11
9. Internships or practical experiences are provided in my degree/certificate program.	6.23	5.58 / 1.52	0.65	6.03	5.17 / 1.62	0.86	0.41 ***
10. Child care facilities are available on campus.	5.41	5.53 / 1.88	-0.12	4.60	4.46 / 1.80	0.14	1.07 ***
11. Security staff respond quickly in emergencies.	6.58	6.01 / 1.36	0.57	6.11	5.28 / 1.49	0.83	0.73 ***
12. My academic advisor helps me set goals to work toward.	6.29	5.74 / 1.61	0.55	6.12	5.25 / 1.74	0.87	0.49 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	5.71 / 1.55	0.71	6.21	5.21 / 1.68	1.00	0.50 ***
14. Library resources and services are adequate.	6.43	6.14 / 1.19	0.29	6.19	5.83 / 1.31	0.36	0.31 ***
15. I am able to register for classes I need with few conflicts.	6.57	5.86 / 1.36	0.71	6.43	5.57 / 1.51	0.86	0.29 ***
16. The college shows concern for students as individuals.	6.37	5.62 / 1.37	0.75	6.19	5.29 / 1.57	0.90	0.33 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 185252 records.

Institutional Summary

Items: In Sequential Order

Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	6.36	5.89 / 1.49	0.47	5.22	4.98 / 1.49	0.24	0.91 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.57	5.66 / 1.42	0.91	6.49	5.66 / 1.37	0.83	0.00
19. This campus provides effective support services for displaced homemakers.	6.11	5.75 / 1.52	0.36	5.39	5.00 / 1.47	0.39	0.75 ***
20. Financial aid counselors are helpful.	6.48	5.94 / 1.30	0.54	6.21	5.29 / 1.68	0.92	0.65 ***
21. There are a sufficient number of study areas on campus.	6.22	6.13 / 1.22	0.09	6.12	5.69 / 1.44	0.43	0.44 ***
22. People on this campus respect and are supportive of each other.	6.30	6.00 / 1.24	0.30	6.11	5.52 / 1.39	0.59	0.48 ***
23. Faculty are understanding of students' unique life circumstances.	6.41	5.72 / 1.43	0.69	6.25	5.41 / 1.54	0.84	0.31 ***
24. Parking lots are well-lighted and secure.	6.39	6.08 / 1.19	0.31	6.19	5.42 / 1.57	0.77	0.66 ***
25. My academic advisor is concerned about my success as an individual.	6.43	5.87 / 1.47	0.56	6.23	5.29 / 1.71	0.94	0.58 ***
26. Library staff are helpful and approachable.	6.34	6.31 / 1.08	0.03	6.06	5.78 / 1.35	0.28	0.53 ***
27. The campus staff are caring and helpful.	6.39	6.12 / 1.10	0.27	6.19	5.67 / 1.32	0.52	0.45 ***
28. It is an enjoyable experience to be a student on this campus.	6.35	6.01 / 1.21	0.34	6.23	5.65 / 1.43	0.58	0.36 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.51	5.78 / 1.49	0.73	6.34	5.57 / 1.49	0.77	0.21 *
30. The career services office provides students with the help they need to get a job.	6.47	5.89 / 1.25	0.58	6.04	5.25 / 1.50	0.79	0.64 ***
31. The campus is safe and secure for all students.	6.67	6.31 / 0.98	0.36	6.41	5.82 / 1.29	0.59	0.49 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 185252 records.

Institutional Summary

Items: In Sequential Order

Item	Edison State Community 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.	6.62	6.14 / 1.30	0.48	6.40	5.57 / 1.64	0.83	0.57 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.33	6.01 / 1.18	0.32	5.96	5.38 / 1.47	0.58	0.63 ***
34. Computer labs are adequate and accessible.	6.46	6.13 / 1.28	0.33	6.25	5.82 / 1.37	0.43	0.31 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.47	5.92 / 1.25	0.55	6.27	5.59 / 1.44	0.68	0.33 ***
36. Students are made to feel welcome on this campus.	6.43	6.19 / 1.09	0.24	6.26	5.77 / 1.34	0.49	0.42 ***
37. Faculty take into consideration student differences as they teach a course.	6.30	5.59 / 1.40	0.71	6.17	5.37 / 1.49	0.80	0.22 *
38. The student center is a comfortable place for students to spend their leisure time.	5.98	5.95 / 1.27	0.03	5.84	5.50 / 1.45	0.34	0.45 ***
39. The amount of student parking space on campus is adequate.	6.39	5.70 / 1.48	0.69	6.23	4.84 / 1.95	1.39	0.86 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.52	5.94 / 1.44	0.58	6.26	5.34 / 1.66	0.92	0.60 ***
41. Admissions staff are knowledgeable.	6.54	6.09 / 1.22	0.45	6.27	5.58 / 1.44	0.69	0.51 ***
42. The equipment in the lab facilities is kept up to date.	6.42	5.85 / 1.35	0.57	6.23	5.62 / 1.42	0.61	0.23 *
43. Class change (drop/add) policies are reasonable.	6.37	6.18 / 1.16	0.19	6.20	5.66 / 1.44	0.54	0.52 ***
44. I generally know what's happening on campus.	5.78	5.62 / 1.50	0.16	5.67	5.22 / 1.55	0.45	0.40 ***
45. This institution has a good reputation within the community.	6.32	6.03 / 1.20	0.29	6.13	5.77 / 1.36	0.36	0.26 **
46. Faculty provide timely feedback about student progress in a course.	6.45	5.82 / 1.43	0.63	6.31	5.45 / 1.50	0.86	0.37 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 185252 records.

Institutional Summary

Items: In Sequential Order

Item	Edison State Community 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.	6.33	5.86 / 1.37	0.47	6.16	5.41 / 1.50	0.75	0.45 ***
48. Counseling staff care about students as individuals.	6.39	6.01 / 1.26	0.38	6.17	5.46 / 1.52	0.71	0.55 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.39	6.08 / 1.26	0.31	6.10	5.41 / 1.48	0.69	0.67 ***
50. Tutoring services are readily available.	6.45	6.11 / 1.35	0.34	6.14	5.68 / 1.42	0.46	0.43 ***
51. There are convenient ways of paying my school bill.	6.46	5.95 / 1.37	0.51	6.26	5.67 / 1.45	0.59	0.28 **
52. This school does whatever it can to help me reach my educational goals.	6.49	5.79 / 1.40	0.70	6.31	5.43 / 1.50	0.88	0.36 ***
53. The assessment and course placement procedures are reasonable.	6.40	6.05 / 1.19	0.35	6.16	5.55 / 1.41	0.61	0.50 ***
54. Faculty are interested in my academic problems.	6.34	5.71 / 1.49	0.63	6.14	5.37 / 1.51	0.77	0.34 ***
55. Academic support services adequately meet the needs of students.	6.39	5.94 / 1.27	0.45	6.15	5.50 / 1.41	0.65	0.44 ***
56. The business office is open during hours which are convenient for most students.	6.37	5.97 / 1.26	0.40	6.13	5.59 / 1.42	0.54	0.38 ***
57. Administrators are approachable to students.	6.32	6.04 / 1.23	0.28	6.15	5.52 / 1.46	0.63	0.52 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.61	6.09 / 1.13	0.52	6.42	5.83 / 1.31	0.59	0.26 ***
59. New student orientation services help students adjust to college.	6.27	5.82 / 1.40	0.45	5.95	5.43 / 1.52	0.52	0.39 ***
60. Billing policies are reasonable.	6.40	5.98 / 1.27	0.42	6.18	5.54 / 1.45	0.64	0.44 ***
61. Faculty are usually available after class and during office hours.	6.45	6.09 / 1.24	0.36	6.28	5.77 / 1.35	0.51	0.32 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 185252 records.

Institutional Summary
Items: In Sequential Order

Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.34	6.17 / 1.22	0.17	6.12	5.73 / 1.44	0.39	0.44 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.39	5.70 / 1.52	0.69	6.13	5.26 / 1.66	0.87	0.44 ***
64. Nearly all classes deal with practical experiences and applications.	6.34	5.74 / 1.32	0.60	6.19	5.57 / 1.38	0.62	0.17 *
65. Students are notified early in the term if they are doing poorly in a class.	6.30	5.42 / 1.66	0.88	6.23	5.12 / 1.73	1.11	0.30 **
66. Program requirements are clear and reasonable.	6.53	6.09 / 1.20	0.44	6.37	5.68 / 1.40	0.69	0.41 ***
67. Channels for expressing student complaints are readily available.	6.32	5.40 / 1.70	0.92	6.04	5.08 / 1.69	0.96	0.32 **
68. On the whole, the campus is well-maintained.	6.48	6.40 / 0.92	0.08	6.27	5.96 / 1.27	0.31	0.44 ***
69. There is a good variety of courses provided on this campus.	6.52	6.05 / 1.18	0.47	6.37	5.79 / 1.37	0.58	0.26 ***
70. I am able to experience intellectual growth here.	6.56	6.19 / 1.09	0.37	6.42	5.90 / 1.29	0.52	0.29 ***
71. Campus item 1							
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							

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 185252 records.

Institutional Summary

Items: In Sequential Order

Item	Edison State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.99 / 1.24			5.74 / 1.36		0.25 **
82. Institution's commitment to evening students?		5.81 / 1.46			5.61 / 1.45		0.20 *
83. Institution's commitment to older, returning learners?		5.93 / 1.42			5.71 / 1.42		0.22 *
84. Institution's commitment to under-represented populations?		6.03 / 1.29			5.59 / 1.41		0.44 ***
85. Institution's commitment to commuters?		6.03 / 1.31			5.56 / 1.47		0.47 ***
86. Institution's commitment to students with disabilities?		6.28 / 1.17			5.72 / 1.40		0.56 ***
87. Cost as factor in decision to enroll.	6.42			6.35			
88. Financial aid as factor in decision to enroll.	6.40			6.10			
89. Academic reputation as factor in decision to enroll.	6.15			5.94			
90. Size of institution as factor in decision to enroll.	5.43			5.21			
91. Opportunity to play sports as factor in decision to enroll.	3.64			3.56			
92. Recommendations from family/friends as factor in decision to enroll.	5.16			4.99			
93. Geographic setting as factor in decision to enroll.	5.80			5.58			
94. Campus appearance as factor in decision to enroll.	5.32			5.27			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.64			5.47			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 185252 records.

Institutional Summary

Summary Items

Summary Item	Edison State Community College - SSI	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.94 1% 0% 8% 30% 25% 14% 18%	Average: 4.90 1% 1% 6% 33% 25% 13% 17%	0.04
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.72 0% 2% 6% 6% 14% 42% 28%	Average: 5.55 1% 2% 5% 10% 15% 40% 23%	0.17
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.99 0% 3% 3% 6% 8% 28% 48%	Average: 5.78 2% 3% 3% 7% 10% 30% 41%	0.21

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Community Colleges - Midwestern

- 31. The campus is safe and secure for all students.
- 32. My academic advisor is knowledgeable about my program requirements.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 11. Security staff respond quickly in emergencies.
- 15. I am able to register for classes I need with few conflicts.
- 70. I am able to experience intellectual growth here.
- 41. Admissions staff are knowledgeable.
- 7. Adequate financial aid is available for most students.
- 66. Program requirements are clear and reasonable.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 5. The personnel involved in registration are helpful.
- 69. There is a good variety of courses provided on this campus.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 6. My academic advisor is approachable.
- 52. This school does whatever it can to help me reach my educational goals.
- 20. Financial aid counselors are helpful.
- 68. On the whole, the campus is well-maintained.
- 30. The career services office provides students with the help they need to get a job.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 34. Computer labs are adequate and accessible.
- 51. There are convenient ways of paying my school bill.
- 46. Faculty provide timely feedback about student progress in a course.
- 50. Tutoring services are readily available.
- 61. Faculty are usually available after class and during office hours.
- 14. Library resources and services are adequate.
- 25. My academic advisor is concerned about my success as an individual.
- 36. Students are made to feel welcome on this campus.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 23. Faculty are understanding of students' unique life circumstances.
- 53. The assessment and course placement procedures are reasonable.
- 60. Billing policies are reasonable.

Higher Importance vs. National Community Colleges - Midwestern

- 31. The campus is safe and secure for all students.
- 32. My academic advisor is knowledgeable about my program requirements.

Strategic Planning Overview

- 58. Nearly all of the faculty are knowledgeable in their fields.
- 11. Security staff respond quickly in emergencies.
- 41. Admissions staff are knowledgeable.
- 7. Adequate financial aid is available for most students.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 5. The personnel involved in registration are helpful.
- 69. There is a good variety of courses provided on this campus.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 6. My academic advisor is approachable.
- 52. This school does whatever it can to help me reach my educational goals.
- 20. Financial aid counselors are helpful.
- 68. On the whole, the campus is well-maintained.
- 30. The career services office provides students with the help they need to get a job.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 34. Computer labs are adequate and accessible.
- 51. There are convenient ways of paying my school bill.
- 50. Tutoring services are readily available.
- 61. Faculty are usually available after class and during office hours.
- 14. Library resources and services are adequate.
- 25. My academic advisor is concerned about my success as an individual.
- 36. Students are made to feel welcome on this campus.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 42. The equipment in the lab facilities is kept up to date.
- 53. The assessment and course placement procedures are reasonable.
- 60. Billing policies are reasonable.

Institutional Summary
Scales: In Order of Importance

Scale	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising/Counseling	6.47	5.94 / 1.24	0.53	6.24	5.47 / 1.33	0.77	0.47 ***
Admissions and Financial Aid	6.45	5.96 / 1.10	0.49	6.17	5.46 / 1.22	0.71	0.50 ***
Registration Effectiveness	6.45	5.96 / 0.97	0.49	6.24	5.64 / 1.03	0.60	0.32 ***
Instructional Effectiveness	6.44	5.84 / 1.05	0.60	6.30	5.61 / 1.09	0.69	0.23 ***
Safety and Security	6.42	5.96 / 1.06	0.46	6.12	5.36 / 1.19	0.76	0.60 ***
Concern for the Individual	6.40	5.78 / 1.15	0.62	6.21	5.48 / 1.23	0.73	0.30 ***
Academic Services	6.38	6.09 / 0.96	0.29	6.13	5.74 / 1.03	0.39	0.35 ***
Campus Climate	6.30	5.88 / 0.99	0.42	6.09	5.54 / 1.09	0.55	0.34 ***
Service Excellence	6.30	5.94 / 1.01	0.36	6.05	5.53 / 1.08	0.52	0.41 ***
Student Centeredness	6.29	5.95 / 1.05	0.34	6.11	5.60 / 1.15	0.51	0.35 ***
Campus Support Services	6.14	5.83 / 1.32	0.31	5.62	5.24 / 1.25	0.38	0.59 ***
Responsiveness to Diverse Populations		6.00 / 1.27			5.68 / 1.26		0.32 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

Items: In Order of Importance

Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. The campus is safe and secure for all students.	6.67	6.31 / 0.98	0.36	6.40	5.86 / 1.27	0.54	0.45 ***
32. My academic advisor is knowledgeable about my program requirements.	6.62	6.14 / 1.30	0.48	6.41	5.64 / 1.59	0.77	0.50 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.61	6.09 / 1.13	0.52	6.44	5.89 / 1.28	0.55	0.20 **
11. Security staff respond quickly in emergencies.	6.58	6.01 / 1.36	0.57	6.06	5.29 / 1.49	0.77	0.72 ***
15. I am able to register for classes I need with few conflicts.	6.57	5.86 / 1.36	0.71	6.43	5.63 / 1.46	0.80	0.23 **
18. The quality of instruction I receive in most of my classes is excellent.	6.57	5.66 / 1.42	0.91	6.49	5.64 / 1.36	0.85	0.02
8. Classes are scheduled at times that are convenient for me.	6.56	5.67 / 1.45	0.89	6.45	5.53 / 1.48	0.92	0.14
70. I am able to experience intellectual growth here.	6.56	6.19 / 1.09	0.37	6.42	5.94 / 1.27	0.48	0.25 ***
7. Adequate financial aid is available for most students.	6.54	5.93 / 1.43	0.61	6.30	5.49 / 1.60	0.81	0.44 ***
41. Admissions staff are knowledgeable.	6.54	6.09 / 1.22	0.45	6.26	5.66 / 1.38	0.60	0.43 ***
66. Program requirements are clear and reasonable.	6.53	6.09 / 1.20	0.44	6.38	5.72 / 1.38	0.66	0.37 ***
5. The personnel involved in registration are helpful.	6.52	5.98 / 1.38	0.54	6.22	5.58 / 1.49	0.64	0.40 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.52	5.94 / 1.44	0.58	6.24	5.39 / 1.63	0.85	0.55 ***
69. There is a good variety of courses provided on this campus.	6.52	6.05 / 1.18	0.47	6.36	5.86 / 1.32	0.50	0.19 *
6. My academic advisor is approachable.	6.51	6.09 / 1.35	0.42	6.31	5.65 / 1.58	0.66	0.44 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.51	5.78 / 1.49	0.73	6.34	5.58 / 1.49	0.76	0.20 *

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

National Group Means are based on 74682 records.

Institutional Summary

Items: In Order of Importance

Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. This school does whatever it can to help me reach my educational goals.	6.49	5.79 / 1.40	0.70	6.30	5.47 / 1.47	0.83	0.32 ***
20. Financial aid counselors are helpful.	6.48	5.94 / 1.30	0.54	6.18	5.37 / 1.61	0.81	0.57 ***
68. On the whole, the campus is well-maintained.	6.48	6.40 / 0.92	0.08	6.27	6.00 / 1.23	0.27	0.40 ***
30. The career services office provides students with the help they need to get a job.	6.47	5.89 / 1.25	0.58	6.03	5.30 / 1.48	0.73	0.59 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.47	5.92 / 1.25	0.55	6.25	5.65 / 1.39	0.60	0.27 ***
34. Computer labs are adequate and accessible.	6.46	6.13 / 1.28	0.33	6.24	5.85 / 1.35	0.39	0.28 ***
51. There are convenient ways of paying my school bill.	6.46	5.95 / 1.37	0.51	6.25	5.71 / 1.41	0.54	0.24 **
46. Faculty provide timely feedback about student progress in a course.	6.45	5.82 / 1.43	0.63	6.31	5.46 / 1.49	0.85	0.36 ***
50. Tutoring services are readily available.	6.45	6.11 / 1.35	0.34	6.08	5.70 / 1.41	0.38	0.41 ***
61. Faculty are usually available after class and during office hours.	6.45	6.09 / 1.24	0.36	6.27	5.80 / 1.33	0.47	0.29 ***
14. Library resources and services are adequate.	6.43	6.14 / 1.19	0.29	6.12	5.82 / 1.29	0.30	0.32 ***
25. My academic advisor is concerned about my success as an individual.	6.43	5.87 / 1.47	0.56	6.21	5.36 / 1.68	0.85	0.51 ***
36. Students are made to feel welcome on this campus.	6.43	6.19 / 1.09	0.24	6.26	5.82 / 1.31	0.44	0.37 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	5.71 / 1.55	0.71	6.18	5.30 / 1.60	0.88	0.41 ***
42. The equipment in the lab facilities is kept up to date.	6.42	5.85 / 1.35	0.57	6.23	5.68 / 1.38	0.55	0.17

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

National Group Means are based on 74682 records.

Institutional Summary

Items: In Order of Importance

Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
87. Cost as factor in decision to enroll.	6.42			6.33			
23. Faculty are understanding of students' unique life circumstances.	6.41	5.72 / 1.43	0.69	6.26	5.44 / 1.53	0.82	0.28 **
53. The assessment and course placement procedures are reasonable.	6.40	6.05 / 1.19	0.35	6.14	5.59 / 1.38	0.55	0.46 ***
60. Billing policies are reasonable.	6.40	5.98 / 1.27	0.42	6.18	5.60 / 1.41	0.58	0.38 ***
88. Financial aid as factor in decision to enroll.	6.40			6.03			
3. The quality of instruction in the vocational/technical programs is excellent.	6.39	5.55 / 1.38	0.84	6.22	5.55 / 1.35	0.67	0.00
24. Parking lots are well-lighted and secure.	6.39	6.08 / 1.19	0.31	6.16	5.47 / 1.54	0.69	0.61 ***
27. The campus staff are caring and helpful.	6.39	6.12 / 1.10	0.27	6.18	5.74 / 1.27	0.44	0.38 ***
39. The amount of student parking space on campus is adequate.	6.39	5.70 / 1.48	0.69	6.22	4.84 / 1.94	1.38	0.86 ***
48. Counseling staff care about students as individuals.	6.39	6.01 / 1.26	0.38	6.15	5.53 / 1.49	0.62	0.48 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.39	6.08 / 1.26	0.31	6.08	5.49 / 1.43	0.59	0.59 ***
55. Academic support services adequately meet the needs of students.	6.39	5.94 / 1.27	0.45	6.14	5.56 / 1.37	0.58	0.38 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.39	5.70 / 1.52	0.69	6.13	5.36 / 1.60	0.77	0.34 ***
16. The college shows concern for students as individuals.	6.37	5.62 / 1.37	0.75	6.19	5.35 / 1.53	0.84	0.27 **
43. Class change (drop/add) policies are reasonable.	6.37	6.18 / 1.16	0.19	6.17	5.71 / 1.40	0.46	0.47 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary
Items: In Order of Importance

Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
56. The business office is open during hours which are convenient for most students.	6.37	5.97 / 1.26	0.40	6.09	5.61 / 1.39	0.48	0.36 ***
17. Personnel in the Veterans' Services program are helpful.	6.36	5.89 / 1.49	0.47	5.13	4.96 / 1.47	0.17	0.93 ***
28. It is an enjoyable experience to be a student on this campus.	6.35	6.01 / 1.21	0.34	6.23	5.67 / 1.42	0.56	0.34 ***
26. Library staff are helpful and approachable.	6.34	6.31 / 1.08	0.03	6.00	5.80 / 1.32	0.20	0.51 ***
54. Faculty are interested in my academic problems.	6.34	5.71 / 1.49	0.63	6.14	5.42 / 1.49	0.72	0.29 **
62. Bookstore staff are helpful.	6.34	6.17 / 1.22	0.17	6.08	5.78 / 1.40	0.30	0.39 ***
64. Nearly all classes deal with practical experiences and applications.	6.34	5.74 / 1.32	0.60	6.21	5.62 / 1.36	0.59	0.12
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.33	6.01 / 1.18	0.32	5.97	5.45 / 1.44	0.52	0.56 ***
47. There are adequate services to help me decide upon a career.	6.33	5.86 / 1.37	0.47	6.14	5.47 / 1.47	0.67	0.39 ***
45. This institution has a good reputation within the community.	6.32	6.03 / 1.20	0.29	6.13	5.82 / 1.33	0.31	0.21 **
57. Administrators are approachable to students.	6.32	6.04 / 1.23	0.28	6.13	5.57 / 1.44	0.56	0.47 ***
67. Channels for expressing student complaints are readily available.	6.32	5.40 / 1.70	0.92	6.02	5.08 / 1.69	0.94	0.32 **
2. Faculty care about me as an individual.	6.31	5.68 / 1.37	0.63	6.13	5.57 / 1.39	0.56	0.11
22. People on this campus respect and are supportive of each other.	6.30	6.00 / 1.24	0.30	6.10	5.52 / 1.39	0.58	0.48 ***
37. Faculty take into consideration student differences as they teach a course.	6.30	5.59 / 1.40	0.71	6.16	5.39 / 1.48	0.77	0.20 *

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

Items: In Order of Importance

Item	Edison State Community College - SSI			National Community Colleges - Midwestern			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.	6.30	5.42 / 1.66	0.88	6.21	5.13 / 1.72	1.08	0.29 *
12. My academic advisor helps me set goals to work toward.	6.29	5.74 / 1.61	0.55	6.07	5.27 / 1.71	0.80	0.47 ***
59. New student orientation services help students adjust to college.	6.27	5.82 / 1.40	0.45	5.91	5.46 / 1.50	0.45	0.36 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.23	5.58 / 1.52	0.65	6.03	5.25 / 1.59	0.78	0.33 **
21. There are a sufficient number of study areas on campus.	6.22	6.13 / 1.22	0.09	6.08	5.72 / 1.42	0.36	0.41 ***
89. Academic reputation as factor in decision to enroll.	6.15			5.91			
19. This campus provides effective support services for displaced homemakers.	6.11	5.75 / 1.52	0.36	5.32	5.02 / 1.46	0.30	0.73 ***
4. Security staff are helpful.	6.07	5.64 / 1.48	0.43	5.71	5.29 / 1.55	0.42	0.35 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.98	5.95 / 1.27	0.03	5.79	5.52 / 1.44	0.27	0.43 ***
1. Most students feel a sense of belonging here.	5.86	5.73 / 1.20	0.13	5.66	5.45 / 1.37	0.21	0.28 ***
93. Geographic setting as factor in decision to enroll.	5.80			5.56			
44. I generally know what's happening on campus.	5.78	5.62 / 1.50	0.16	5.60	5.28 / 1.52	0.32	0.34 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.64			5.39			
90. Size of institution as factor in decision to enroll.	5.43			5.19			
10. Child care facilities are available on campus.	5.41	5.53 / 1.88	-0.12	4.42	4.44 / 1.80	-0.02	1.09 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

Items: In Order of Importance

Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Campus appearance as factor in decision to enroll.	5.32			5.15			
92. Recommendations from family/friends as factor in decision to enroll.	5.16			4.92			
91. Opportunity to play sports as factor in decision to enroll.	3.64			3.37			
71. Campus item 1							
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							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.99 / 1.24			5.77 / 1.34		0.22 **
82. Institution's commitment to evening students?		5.81 / 1.46			5.62 / 1.44		0.19 *
83. Institution's commitment to older, returning learners?		5.93 / 1.42			5.75 / 1.40		0.18
84. Institution's commitment to under-represented populations?		6.03 / 1.29			5.62 / 1.38		0.41 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary
Items: In Order of Importance

Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		6.03 / 1.31			5.57 / 1.47		0.46 ***
86. Institution's commitment to students with disabilities?		6.28 / 1.17			5.74 / 1.38		0.54 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.47	5.94 / 1.24	0.53	6.24	5.47 / 1.33	0.77	0.47 ***
6. My academic advisor is approachable.	6.51	6.09 / 1.35	0.42	6.31	5.65 / 1.58	0.66	0.44 ***
12. My academic advisor helps me set goals to work toward.	6.29	5.74 / 1.61	0.55	6.07	5.27 / 1.71	0.80	0.47 ***
25. My academic advisor is concerned about my success as an individual.	6.43	5.87 / 1.47	0.56	6.21	5.36 / 1.68	0.85	0.51 ***
32. My academic advisor is knowledgeable about my program requirements.	6.62	6.14 / 1.30	0.48	6.41	5.64 / 1.59	0.77	0.50 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.52	5.94 / 1.44	0.58	6.24	5.39 / 1.63	0.85	0.55 ***
48. Counseling staff care about students as individuals.	6.39	6.01 / 1.26	0.38	6.15	5.53 / 1.49	0.62	0.48 ***
52. This school does whatever it can to help me reach my educational goals.	6.49	5.79 / 1.40	0.70	6.30	5.47 / 1.47	0.83	0.32 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.38	6.09 / 0.96	0.29	6.13	5.74 / 1.03	0.39	0.35 ***
14. Library resources and services are adequate.	6.43	6.14 / 1.19	0.29	6.12	5.82 / 1.29	0.30	0.32 ***
21. There are a sufficient number of study areas on campus.	6.22	6.13 / 1.22	0.09	6.08	5.72 / 1.42	0.36	0.41 ***
26. Library staff are helpful and approachable.	6.34	6.31 / 1.08	0.03	6.00	5.80 / 1.32	0.20	0.51 ***
34. Computer labs are adequate and accessible.	6.46	6.13 / 1.28	0.33	6.24	5.85 / 1.35	0.39	0.28 ***
42. The equipment in the lab facilities is kept up to date.	6.42	5.85 / 1.35	0.57	6.23	5.68 / 1.38	0.55	0.17
50. Tutoring services are readily available.	6.45	6.11 / 1.35	0.34	6.08	5.70 / 1.41	0.38	0.41 ***
55. Academic support services adequately meet the needs of students.	6.39	5.94 / 1.27	0.45	6.14	5.56 / 1.37	0.58	0.38 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.45	5.96 / 1.10	0.49	6.17	5.46 / 1.22	0.71	0.50 ***
7. Adequate financial aid is available for most students.	6.54	5.93 / 1.43	0.61	6.30	5.49 / 1.60	0.81	0.44 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	5.71 / 1.55	0.71	6.18	5.30 / 1.60	0.88	0.41 ***
20. Financial aid counselors are helpful.	6.48	5.94 / 1.30	0.54	6.18	5.37 / 1.61	0.81	0.57 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.33	6.01 / 1.18	0.32	5.97	5.45 / 1.44	0.52	0.56 ***
41. Admissions staff are knowledgeable.	6.54	6.09 / 1.22	0.45	6.26	5.66 / 1.38	0.60	0.43 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.39	6.08 / 1.26	0.31	6.08	5.49 / 1.43	0.59	0.59 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.30	5.88 / 0.99	0.42	6.09	5.54 / 1.09	0.55	0.34 ***
1. Most students feel a sense of belonging here.	5.86	5.73 / 1.20	0.13	5.66	5.45 / 1.37	0.21	0.28 ***
2. Faculty care about me as an individual.	6.31	5.68 / 1.37	0.63	6.13	5.57 / 1.39	0.56	0.11
16. The college shows concern for students as individuals.	6.37	5.62 / 1.37	0.75	6.19	5.35 / 1.53	0.84	0.27 **
22. People on this campus respect and are supportive of each other.	6.30	6.00 / 1.24	0.30	6.10	5.52 / 1.39	0.58	0.48 ***
27. The campus staff are caring and helpful.	6.39	6.12 / 1.10	0.27	6.18	5.74 / 1.27	0.44	0.38 ***
28. It is an enjoyable experience to be a student on this campus.	6.35	6.01 / 1.21	0.34	6.23	5.67 / 1.42	0.56	0.34 ***
31. The campus is safe and secure for all students.	6.67	6.31 / 0.98	0.36	6.40	5.86 / 1.27	0.54	0.45 ***
36. Students are made to feel welcome on this campus.	6.43	6.19 / 1.09	0.24	6.26	5.82 / 1.31	0.44	0.37 ***
44. I generally know what's happening on campus.	5.78	5.62 / 1.50	0.16	5.60	5.28 / 1.52	0.32	0.34 ***
45. This institution has a good reputation within the community.	6.32	6.03 / 1.20	0.29	6.13	5.82 / 1.33	0.31	0.21 **
52. This school does whatever it can to help me reach my educational goals.	6.49	5.79 / 1.40	0.70	6.30	5.47 / 1.47	0.83	0.32 ***
57. Administrators are approachable to students.	6.32	6.04 / 1.23	0.28	6.13	5.57 / 1.44	0.56	0.47 ***
59. New student orientation services help students adjust to college.	6.27	5.82 / 1.40	0.45	5.91	5.46 / 1.50	0.45	0.36 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.39	5.70 / 1.52	0.69	6.13	5.36 / 1.60	0.77	0.34 ***
67. Channels for expressing student complaints are readily available.	6.32	5.40 / 1.70	0.92	6.02	5.08 / 1.69	0.94	0.32 **

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.14	5.83 / 1.32	0.31	5.62	5.24 / 1.25	0.38	0.59 ***
10. Child care facilities are available on campus.	5.41	5.53 / 1.88	-0.12	4.42	4.44 / 1.80	-0.02	1.09 ***
17. Personnel in the Veterans' Services program are helpful.	6.36	5.89 / 1.49	0.47	5.13	4.96 / 1.47	0.17	0.93 ***
19. This campus provides effective support services for displaced homemakers.	6.11	5.75 / 1.52	0.36	5.32	5.02 / 1.46	0.30	0.73 ***
30. The career services office provides students with the help they need to get a job.	6.47	5.89 / 1.25	0.58	6.03	5.30 / 1.48	0.73	0.59 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.98	5.95 / 1.27	0.03	5.79	5.52 / 1.44	0.27	0.43 ***
47. There are adequate services to help me decide upon a career.	6.33	5.86 / 1.37	0.47	6.14	5.47 / 1.47	0.67	0.39 ***
59. New student orientation services help students adjust to college.	6.27	5.82 / 1.40	0.45	5.91	5.46 / 1.50	0.45	0.36 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.40	5.78 / 1.15	0.62	6.21	5.48 / 1.23	0.73	0.30 ***
2. Faculty care about me as an individual.	6.31	5.68 / 1.37	0.63	6.13	5.57 / 1.39	0.56	0.11
16. The college shows concern for students as individuals.	6.37	5.62 / 1.37	0.75	6.19	5.35 / 1.53	0.84	0.27 **
25. My academic advisor is concerned about my success as an individual.	6.43	5.87 / 1.47	0.56	6.21	5.36 / 1.68	0.85	0.51 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.51	5.78 / 1.49	0.73	6.34	5.58 / 1.49	0.76	0.20 *
48. Counseling staff care about students as individuals.	6.39	6.01 / 1.26	0.38	6.15	5.53 / 1.49	0.62	0.48 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.44	5.84 / 1.05	0.60	6.30	5.61 / 1.09	0.69	0.23 ***
2. Faculty care about me as an individual.	6.31	5.68 / 1.37	0.63	6.13	5.57 / 1.39	0.56	0.11
18. The quality of instruction I receive in most of my classes is excellent.	6.57	5.66 / 1.42	0.91	6.49	5.64 / 1.36	0.85	0.02
23. Faculty are understanding of students' unique life circumstances.	6.41	5.72 / 1.43	0.69	6.26	5.44 / 1.53	0.82	0.28 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.51	5.78 / 1.49	0.73	6.34	5.58 / 1.49	0.76	0.20 *
37. Faculty take into consideration student differences as they teach a course.	6.30	5.59 / 1.40	0.71	6.16	5.39 / 1.48	0.77	0.20 *
46. Faculty provide timely feedback about student progress in a course.	6.45	5.82 / 1.43	0.63	6.31	5.46 / 1.49	0.85	0.36 ***
54. Faculty are interested in my academic problems.	6.34	5.71 / 1.49	0.63	6.14	5.42 / 1.49	0.72	0.29 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.61	6.09 / 1.13	0.52	6.44	5.89 / 1.28	0.55	0.20 **
61. Faculty are usually available after class and during office hours.	6.45	6.09 / 1.24	0.36	6.27	5.80 / 1.33	0.47	0.29 ***
64. Nearly all classes deal with practical experiences and applications.	6.34	5.74 / 1.32	0.60	6.21	5.62 / 1.36	0.59	0.12
65. Students are notified early in the term if they are doing poorly in a class.	6.30	5.42 / 1.66	0.88	6.21	5.13 / 1.72	1.08	0.29 *
66. Program requirements are clear and reasonable.	6.53	6.09 / 1.20	0.44	6.38	5.72 / 1.38	0.66	0.37 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.52	6.05 / 1.18	0.47	6.36	5.86 / 1.32	0.50	0.19 *
70. I am able to experience intellectual growth here.	6.56	6.19 / 1.09	0.37	6.42	5.94 / 1.27	0.48	0.25 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.45	5.96 / 0.97	0.49	6.24	5.64 / 1.03	0.60	0.32 ***
5. The personnel involved in registration are helpful.	6.52	5.98 / 1.38	0.54	6.22	5.58 / 1.49	0.64	0.40 ***
8. Classes are scheduled at times that are convenient for me.	6.56	5.67 / 1.45	0.89	6.45	5.53 / 1.48	0.92	0.14
15. I am able to register for classes I need with few conflicts.	6.57	5.86 / 1.36	0.71	6.43	5.63 / 1.46	0.80	0.23 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.47	5.92 / 1.25	0.55	6.25	5.65 / 1.39	0.60	0.27 ***
43. Class change (drop/add) policies are reasonable.	6.37	6.18 / 1.16	0.19	6.17	5.71 / 1.40	0.46	0.47 ***
51. There are convenient ways of paying my school bill.	6.46	5.95 / 1.37	0.51	6.25	5.71 / 1.41	0.54	0.24 **
56. The business office is open during hours which are convenient for most students.	6.37	5.97 / 1.26	0.40	6.09	5.61 / 1.39	0.48	0.36 ***
60. Billing policies are reasonable.	6.40	5.98 / 1.27	0.42	6.18	5.60 / 1.41	0.58	0.38 ***
62. Bookstore staff are helpful.	6.34	6.17 / 1.22	0.17	6.08	5.78 / 1.40	0.30	0.39 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		6.00 / 1.27			5.68 / 1.26		0.32 ***
81. Institution's commitment to part-time students?		5.99 / 1.24			5.77 / 1.34		0.22 **
82. Institution's commitment to evening students?		5.81 / 1.46			5.62 / 1.44		0.19 *
83. Institution's commitment to older, returning learners?		5.93 / 1.42			5.75 / 1.40		0.18
84. Institution's commitment to under-represented populations?		6.03 / 1.29			5.62 / 1.38		0.41 ***
85. Institution's commitment to commuters?		6.03 / 1.31			5.57 / 1.47		0.46 ***
86. Institution's commitment to students with disabilities?		6.28 / 1.17			5.74 / 1.38		0.54 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.42	5.96 / 1.06	0.46	6.12	5.36 / 1.19	0.76	0.60 ***
4. Security staff are helpful.	6.07	5.64 / 1.48	0.43	5.71	5.29 / 1.55	0.42	0.35 ***
11. Security staff respond quickly in emergencies.	6.58	6.01 / 1.36	0.57	6.06	5.29 / 1.49	0.77	0.72 ***
24. Parking lots are well-lighted and secure.	6.39	6.08 / 1.19	0.31	6.16	5.47 / 1.54	0.69	0.61 ***
31. The campus is safe and secure for all students.	6.67	6.31 / 0.98	0.36	6.40	5.86 / 1.27	0.54	0.45 ***
39. The amount of student parking space on campus is adequate.	6.39	5.70 / 1.48	0.69	6.22	4.84 / 1.94	1.38	0.86 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.30	5.94 / 1.01	0.36	6.05	5.53 / 1.08	0.52	0.41 ***
5. The personnel involved in registration are helpful.	6.52	5.98 / 1.38	0.54	6.22	5.58 / 1.49	0.64	0.40 ***
22. People on this campus respect and are supportive of each other.	6.30	6.00 / 1.24	0.30	6.10	5.52 / 1.39	0.58	0.48 ***
26. Library staff are helpful and approachable.	6.34	6.31 / 1.08	0.03	6.00	5.80 / 1.32	0.20	0.51 ***
27. The campus staff are caring and helpful.	6.39	6.12 / 1.10	0.27	6.18	5.74 / 1.27	0.44	0.38 ***
44. I generally know what's happening on campus.	5.78	5.62 / 1.50	0.16	5.60	5.28 / 1.52	0.32	0.34 ***
57. Administrators are approachable to students.	6.32	6.04 / 1.23	0.28	6.13	5.57 / 1.44	0.56	0.47 ***
62. Bookstore staff are helpful.	6.34	6.17 / 1.22	0.17	6.08	5.78 / 1.40	0.30	0.39 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.39	5.70 / 1.52	0.69	6.13	5.36 / 1.60	0.77	0.34 ***
67. Channels for expressing student complaints are readily available.	6.32	5.40 / 1.70	0.92	6.02	5.08 / 1.69	0.94	0.32 **

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

National Group Means are based on 74682 records.

Institutional Summary

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

Scale/Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.29	5.95 / 1.05	0.34	6.11	5.60 / 1.15	0.51	0.35 ***
1. Most students feel a sense of belonging here.	5.86	5.73 / 1.20	0.13	5.66	5.45 / 1.37	0.21	0.28 ***
16. The college shows concern for students as individuals.	6.37	5.62 / 1.37	0.75	6.19	5.35 / 1.53	0.84	0.27 **
27. The campus staff are caring and helpful.	6.39	6.12 / 1.10	0.27	6.18	5.74 / 1.27	0.44	0.38 ***
28. It is an enjoyable experience to be a student on this campus.	6.35	6.01 / 1.21	0.34	6.23	5.67 / 1.42	0.56	0.34 ***
36. Students are made to feel welcome on this campus.	6.43	6.19 / 1.09	0.24	6.26	5.82 / 1.31	0.44	0.37 ***
57. Administrators are approachable to students.	6.32	6.04 / 1.23	0.28	6.13	5.57 / 1.44	0.56	0.47 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

Items: In Sequential Order

Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.86	5.73 / 1.20	0.13	5.66	5.45 / 1.37	0.21	0.28 ***
2. Faculty care about me as an individual.	6.31	5.68 / 1.37	0.63	6.13	5.57 / 1.39	0.56	0.11
3. The quality of instruction in the vocational/technical programs is excellent.	6.39	5.55 / 1.38	0.84	6.22	5.55 / 1.35	0.67	0.00
4. Security staff are helpful.	6.07	5.64 / 1.48	0.43	5.71	5.29 / 1.55	0.42	0.35 ***
5. The personnel involved in registration are helpful.	6.52	5.98 / 1.38	0.54	6.22	5.58 / 1.49	0.64	0.40 ***
6. My academic advisor is approachable.	6.51	6.09 / 1.35	0.42	6.31	5.65 / 1.58	0.66	0.44 ***
7. Adequate financial aid is available for most students.	6.54	5.93 / 1.43	0.61	6.30	5.49 / 1.60	0.81	0.44 ***
8. Classes are scheduled at times that are convenient for me.	6.56	5.67 / 1.45	0.89	6.45	5.53 / 1.48	0.92	0.14
9. Internships or practical experiences are provided in my degree/certificate program.	6.23	5.58 / 1.52	0.65	6.03	5.25 / 1.59	0.78	0.33 **
10. Child care facilities are available on campus.	5.41	5.53 / 1.88	-0.12	4.42	4.44 / 1.80	-0.02	1.09 ***
11. Security staff respond quickly in emergencies.	6.58	6.01 / 1.36	0.57	6.06	5.29 / 1.49	0.77	0.72 ***
12. My academic advisor helps me set goals to work toward.	6.29	5.74 / 1.61	0.55	6.07	5.27 / 1.71	0.80	0.47 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	5.71 / 1.55	0.71	6.18	5.30 / 1.60	0.88	0.41 ***
14. Library resources and services are adequate.	6.43	6.14 / 1.19	0.29	6.12	5.82 / 1.29	0.30	0.32 ***
15. I am able to register for classes I need with few conflicts.	6.57	5.86 / 1.36	0.71	6.43	5.63 / 1.46	0.80	0.23 **
16. The college shows concern for students as individuals.	6.37	5.62 / 1.37	0.75	6.19	5.35 / 1.53	0.84	0.27 **

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

National Group Means are based on 74682 records.

Institutional Summary

Items: In Sequential Order

Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	6.36	5.89 / 1.49	0.47	5.13	4.96 / 1.47	0.17	0.93 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.57	5.66 / 1.42	0.91	6.49	5.64 / 1.36	0.85	0.02
19. This campus provides effective support services for displaced homemakers.	6.11	5.75 / 1.52	0.36	5.32	5.02 / 1.46	0.30	0.73 ***
20. Financial aid counselors are helpful.	6.48	5.94 / 1.30	0.54	6.18	5.37 / 1.61	0.81	0.57 ***
21. There are a sufficient number of study areas on campus.	6.22	6.13 / 1.22	0.09	6.08	5.72 / 1.42	0.36	0.41 ***
22. People on this campus respect and are supportive of each other.	6.30	6.00 / 1.24	0.30	6.10	5.52 / 1.39	0.58	0.48 ***
23. Faculty are understanding of students' unique life circumstances.	6.41	5.72 / 1.43	0.69	6.26	5.44 / 1.53	0.82	0.28 **
24. Parking lots are well-lighted and secure.	6.39	6.08 / 1.19	0.31	6.16	5.47 / 1.54	0.69	0.61 ***
25. My academic advisor is concerned about my success as an individual.	6.43	5.87 / 1.47	0.56	6.21	5.36 / 1.68	0.85	0.51 ***
26. Library staff are helpful and approachable.	6.34	6.31 / 1.08	0.03	6.00	5.80 / 1.32	0.20	0.51 ***
27. The campus staff are caring and helpful.	6.39	6.12 / 1.10	0.27	6.18	5.74 / 1.27	0.44	0.38 ***
28. It is an enjoyable experience to be a student on this campus.	6.35	6.01 / 1.21	0.34	6.23	5.67 / 1.42	0.56	0.34 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.51	5.78 / 1.49	0.73	6.34	5.58 / 1.49	0.76	0.20 *
30. The career services office provides students with the help they need to get a job.	6.47	5.89 / 1.25	0.58	6.03	5.30 / 1.48	0.73	0.59 ***
31. The campus is safe and secure for all students.	6.67	6.31 / 0.98	0.36	6.40	5.86 / 1.27	0.54	0.45 ***

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National Group Means are based on 74682 records.

Institutional Summary

Items: In Sequential Order

Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.62	6.14 / 1.30	0.48	6.41	5.64 / 1.59	0.77	0.50 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.33	6.01 / 1.18	0.32	5.97	5.45 / 1.44	0.52	0.56 ***
34. Computer labs are adequate and accessible.	6.46	6.13 / 1.28	0.33	6.24	5.85 / 1.35	0.39	0.28 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.47	5.92 / 1.25	0.55	6.25	5.65 / 1.39	0.60	0.27 ***
36. Students are made to feel welcome on this campus.	6.43	6.19 / 1.09	0.24	6.26	5.82 / 1.31	0.44	0.37 ***
37. Faculty take into consideration student differences as they teach a course.	6.30	5.59 / 1.40	0.71	6.16	5.39 / 1.48	0.77	0.20 *
38. The student center is a comfortable place for students to spend their leisure time.	5.98	5.95 / 1.27	0.03	5.79	5.52 / 1.44	0.27	0.43 ***
39. The amount of student parking space on campus is adequate.	6.39	5.70 / 1.48	0.69	6.22	4.84 / 1.94	1.38	0.86 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.52	5.94 / 1.44	0.58	6.24	5.39 / 1.63	0.85	0.55 ***
41. Admissions staff are knowledgeable.	6.54	6.09 / 1.22	0.45	6.26	5.66 / 1.38	0.60	0.43 ***
42. The equipment in the lab facilities is kept up to date.	6.42	5.85 / 1.35	0.57	6.23	5.68 / 1.38	0.55	0.17
43. Class change (drop/add) policies are reasonable.	6.37	6.18 / 1.16	0.19	6.17	5.71 / 1.40	0.46	0.47 ***
44. I generally know what's happening on campus.	5.78	5.62 / 1.50	0.16	5.60	5.28 / 1.52	0.32	0.34 ***
45. This institution has a good reputation within the community.	6.32	6.03 / 1.20	0.29	6.13	5.82 / 1.33	0.31	0.21 **
46. Faculty provide timely feedback about student progress in a course.	6.45	5.82 / 1.43	0.63	6.31	5.46 / 1.49	0.85	0.36 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

Items: In Sequential Order

Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.33	5.86 / 1.37	0.47	6.14	5.47 / 1.47	0.67	0.39 ***
48. Counseling staff care about students as individuals.	6.39	6.01 / 1.26	0.38	6.15	5.53 / 1.49	0.62	0.48 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.39	6.08 / 1.26	0.31	6.08	5.49 / 1.43	0.59	0.59 ***
50. Tutoring services are readily available.	6.45	6.11 / 1.35	0.34	6.08	5.70 / 1.41	0.38	0.41 ***
51. There are convenient ways of paying my school bill.	6.46	5.95 / 1.37	0.51	6.25	5.71 / 1.41	0.54	0.24 **
52. This school does whatever it can to help me reach my educational goals.	6.49	5.79 / 1.40	0.70	6.30	5.47 / 1.47	0.83	0.32 ***
53. The assessment and course placement procedures are reasonable.	6.40	6.05 / 1.19	0.35	6.14	5.59 / 1.38	0.55	0.46 ***
54. Faculty are interested in my academic problems.	6.34	5.71 / 1.49	0.63	6.14	5.42 / 1.49	0.72	0.29 **
55. Academic support services adequately meet the needs of students.	6.39	5.94 / 1.27	0.45	6.14	5.56 / 1.37	0.58	0.38 ***
56. The business office is open during hours which are convenient for most students.	6.37	5.97 / 1.26	0.40	6.09	5.61 / 1.39	0.48	0.36 ***
57. Administrators are approachable to students.	6.32	6.04 / 1.23	0.28	6.13	5.57 / 1.44	0.56	0.47 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.61	6.09 / 1.13	0.52	6.44	5.89 / 1.28	0.55	0.20 **
59. New student orientation services help students adjust to college.	6.27	5.82 / 1.40	0.45	5.91	5.46 / 1.50	0.45	0.36 ***
60. Billing policies are reasonable.	6.40	5.98 / 1.27	0.42	6.18	5.60 / 1.41	0.58	0.38 ***
61. Faculty are usually available after class and during office hours.	6.45	6.09 / 1.24	0.36	6.27	5.80 / 1.33	0.47	0.29 ***

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Institutional Summary

Items: In Sequential Order

Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.34	6.17 / 1.22	0.17	6.08	5.78 / 1.40	0.30	0.39 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.39	5.70 / 1.52	0.69	6.13	5.36 / 1.60	0.77	0.34 ***
64. Nearly all classes deal with practical experiences and applications.	6.34	5.74 / 1.32	0.60	6.21	5.62 / 1.36	0.59	0.12
65. Students are notified early in the term if they are doing poorly in a class.	6.30	5.42 / 1.66	0.88	6.21	5.13 / 1.72	1.08	0.29 *
66. Program requirements are clear and reasonable.	6.53	6.09 / 1.20	0.44	6.38	5.72 / 1.38	0.66	0.37 ***
67. Channels for expressing student complaints are readily available.	6.32	5.40 / 1.70	0.92	6.02	5.08 / 1.69	0.94	0.32 **
68. On the whole, the campus is well-maintained.	6.48	6.40 / 0.92	0.08	6.27	6.00 / 1.23	0.27	0.40 ***
69. There is a good variety of courses provided on this campus.	6.52	6.05 / 1.18	0.47	6.36	5.86 / 1.32	0.50	0.19 *
70. I am able to experience intellectual growth here.	6.56	6.19 / 1.09	0.37	6.42	5.94 / 1.27	0.48	0.25 ***
71. Campus item 1							
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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National Group Means are based on 74682 records.

Institutional Summary
Items: In Sequential Order

Item	Edison State Community College - SSI			National Community Colleges - Midwestern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.99 / 1.24			5.77 / 1.34		0.22 **
82. Institution's commitment to evening students?		5.81 / 1.46			5.62 / 1.44		0.19 *
83. Institution's commitment to older, returning learners?		5.93 / 1.42			5.75 / 1.40		0.18
84. Institution's commitment to under-represented populations?		6.03 / 1.29			5.62 / 1.38		0.41 ***
85. Institution's commitment to commuters?		6.03 / 1.31			5.57 / 1.47		0.46 ***
86. Institution's commitment to students with disabilities?		6.28 / 1.17			5.74 / 1.38		0.54 ***
87. Cost as factor in decision to enroll.	6.42			6.33			
88. Financial aid as factor in decision to enroll.	6.40			6.03			
89. Academic reputation as factor in decision to enroll.	6.15			5.91			
90. Size of institution as factor in decision to enroll.	5.43			5.19			
91. Opportunity to play sports as factor in decision to enroll.	3.64			3.37			
92. Recommendations from family/friends as factor in decision to enroll.	5.16			4.92			
93. Geographic setting as factor in decision to enroll.	5.80			5.56			
94. Campus appearance as factor in decision to enroll.	5.32			5.15			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.64			5.39			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 74682 records.

Institutional Summary

Summary Items

Summary Item	Edison State Community College - SSI	National Community Colleges - Midwestern	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.94 1% 0% 8% 30% 25% 14% 18%	Average: 4.88 1% 1% 6% 33% 26% 13% 16%	0.06
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.72 0% 2% 6% 6% 14% 42% 28%	Average: 5.56 1% 2% 5% 9% 15% 42% 23%	0.16
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.99 0% 3% 3% 6% 8% 28% 48%	Average: 5.80 2% 4% 3% 7% 9% 31% 41%	0.19