

Demographics

Gender	N	%	Current Class Load	N	%
Female	105	70.95%	Full-time	90	61.64%
Male	43	29.05%	Part-time	56	38.36%
Total	148	100.00%	Total	146	100.00%
No Response	2		No Response	4	

Age	N	%	Class Level	N	%
18 and under	6	4.14%	1 year or less	17	11.49%
19 to 24	82	56.55%	2 years	43	29.05%
25 to 34	43	29.66%	3 years	59	39.86%
35 to 44	12	8.28%	4 or more years	29	19.59%
45 and over	2	1.38%	Total	148	100.00%
Total	145	100.00%	No Response	2	
No Response	5				

Ethnicity/Race	N	%	Current GPA	N	%
Alaskan Native	0	0.00%	No credits earned	3	2.03%
American Indian	0	0.00%	1.99 or below	1	0.68%
Asian	1	0.68%	2.0 - 2.49	7	4.73%
Black/African-American	3	2.05%	2.5 - 2.99	42	28.38%
Hispanic or Latino (and Puerto Rican)	0	0.00%	3.0 - 3.49	50	33.78%
Native Hawaiian or Pacific Islander	1	0.68%	3.5 or above	45	30.41%
White/Caucasian	131	89.73%	Total	148	100.00%
Multi-racial	8	5.48%	No Response	2	
Other race	2	1.37%			
Total	146	100.00%			
No Response	4				

Current Enrollment Status	N	%	Educational Goal	N	%
Day	141	95.27%	Associate degree	118	81.38%
Evening	7	4.73%	Vocational/technical program	2	1.38%
Weekend	0	0.00%	Transfer to another institution	18	12.41%
Total	148	100.00%	Certification (initial/renewal)	1	0.69%
No Response	2		Self-improvement/pleasure	0	0.00%
			Job-related training	2	1.38%
			Other educational goal	4	2.76%
			Total	145	100.00%
			No Response	5	

Demographics

Employment	N	%	Organization Memberships	N	%
Full-time off campus	36	24.66%	No organization memberships	117	80.14%
Part-time off campus	80	54.79%	One or two organization memberships	27	18.49%
Full-time on campus	3	2.05%	Three or four organization memberships	1	0.68%
Part-time on campus	5	3.42%	Five or more organization memberships	1	0.68%
Not employed	22	15.07%	Total	146	100.00%
Total	146	100.00%	No Response	4	
No Response	4				
			Tuition Source	N	%
Current Residence	N	%	Scholarships	6	4.20%
Residence hall	0	0.00%	Financial aid	93	65.03%
Own house	41	27.89%	Family contributions	7	4.90%
Rent room or apt off campus	39	26.53%	Self support	32	22.38%
Parent's home	66	44.90%	Other tuition source	5	3.50%
Other residence	1	0.68%	Total	143	100.00%
Total	147	100.00%	No Response	7	
No Response	3				
			Institution Question	N	%
Residence Classification	N	%	Campus item - Answer 1	0	0%
In-state	146	100.00%	Campus item - Answer 2	0	0%
Out-of-state	0	0.00%	Campus item - Answer 3	0	0%
International (not U.S. citizen)	0	0.00%	Campus item - Answer 4	0	0%
Total	146	100.00%	Campus item - Answer 5	0	0%
No Response	4		Campus item - Answer 6	0	0%
			Total	0	100.00%
			No Response	150	
Institution Was My	N	%			
1st choice	91	61.90%	Institution Question 2	N	%
2nd choice	42	28.57%	Campus item 2 - Answer 1	0	0%
3rd choice or lower	14	9.52%	Campus item 2 - Answer 2	0	0%
Total	147	100.00%	Campus item 2 - Answer 3	0	0%
No Response	3		Campus item 2 - Answer 4	0	0%
			Campus item 2 - Answer 5	0	0%
Plan to Transfer	N	%	Campus item 2 - Answer 6	0	0%
Yes I plan to transfer	56	38.10%	Total	0	100.00%
No I do not plan to transfer	91	61.90%	No Response	150	
Total	147	100.00%			
No Response	3				

Demographics

Group Code	N	%
0077	1	1.35%
1201	2	2.70%
1207	3	4.05%
1222	18	24.32%
1225	2	2.70%
1228	5	6.76%
1229	3	4.05%
1231	3	4.05%
1255	1	1.35%
1279	27	36.49%
1285	8	10.81%
1291	1	1.35%
Total	74	100.00%
No Response	76	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. The quality of instruction I receive in most of my classes is excellent.
- 1. The campus staff are caring and helpful.
- 20. Students are made to feel welcome here.
- 13. The campus is safe and secure for all students.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 40. There are sufficient courses within my program of study available each term.

Challenges

- 9. I am able to register for the classes I need with few conflicts.
- 2. Classes are scheduled at times that are convenient for me.
- 25. Faculty provide timely feedback about my academic progress.
- 19. Registration processes and procedures are convenient.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 29. There are convenient ways of paying my school bill.
- 18. Computer labs are adequate and accessible.
- 24. The equipment in the lab facilities is kept up to date.
- 5. Financial aid awards are announced in time to be helpful in college planning.
- 37. I seldom get the "run-around" when seeking information on this campus.

Strategic Planning Overview Benchmarks

Lower Satisfaction vs. National Community Colleges Form B

9. I am able to register for the classes I need with few conflicts.
2. Classes are scheduled at times that are convenient for me.
19. Registration processes and procedures are convenient.
12. Faculty are fair and unbiased in their treatment of individual students.
29. There are convenient ways of paying my school bill.
18. Computer labs are adequate and accessible.
24. The equipment in the lab facilities is kept up to date.
5. Financial aid awards are announced in time to be helpful in college planning.

Higher Importance vs. National Community Colleges Form B

1. The campus staff are caring and helpful.

Institutional Summary
Scales: In Order of Importance

Scale	North Central State College-Fall 2016 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Registration Effectiveness	6.53	5.21 / 1.21	1.32	6.47	5.76 / 1.06	0.71	-0.55 ***
Campus Climate	6.45	5.74 / 0.94	0.71	6.41	5.81 / 1.04	0.60	-0.07
Student Centeredness	6.42	5.58 / 1.14	0.84	6.36	5.69 / 1.18	0.67	-0.11
Instructional Effectiveness	6.41	5.62 / 0.98	0.79	6.41	5.76 / 1.05	0.65	-0.14
Academic Advising Effectiveness	6.19	5.40 / 1.28	0.79	6.35	5.53 / 1.33	0.82	-0.13
Safety and Security	6.19	5.64 / 0.92	0.55	6.28	5.55 / 1.18	0.73	0.09
Admissions and Financial Aid Effectiveness	6.15	5.05 / 1.29	1.10	6.24	5.49 / 1.27	0.75	-0.44 ***
Campus Services	6.10	5.32 / 0.93	0.78	6.24	5.80 / 1.00	0.44	-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 68260 records.

Institutional Summary

Items: In Order of Importance

Item	North Central State College-Fall 2016 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
9. I am able to register for the classes I need with few conflicts.	6.69	4.81 / 1.92	1.88	6.55	5.72 / 1.44	0.83	-0.91 ***
8. The quality of instruction I receive in most of my classes is excellent.	6.67	5.70 / 1.24	0.97	6.63	5.80 / 1.33	0.83	-0.10
51. Cost as factor in decision to enroll.	6.67			6.51			
2. Classes are scheduled at times that are convenient for me.	6.66	5.40 / 1.44	1.26	6.54	5.67 / 1.40	0.87	-0.27 *
36. Tuition paid is a worthwhile investment.	6.59	5.61 / 1.44	0.98	6.54	5.82 / 1.41	0.72	-0.21
54. Future career opportunities as factor in decision to enroll.	6.59			6.43			
1. The campus staff are caring and helpful.	6.58	5.90 / 1.11	0.68	6.41	5.84 / 1.27	0.57	0.06
20. Students are made to feel welcome here.	6.55	5.99 / 1.25	0.56	6.44	6.00 / 1.28	0.44	-0.01
13. The campus is safe and secure for all students.	6.53	6.22 / 0.89	0.31	6.54	6.04 / 1.19	0.50	0.18
25. Faculty provide timely feedback about my academic progress.	6.52	5.41 / 1.56	1.11	6.45	5.58 / 1.46	0.87	-0.17
19. Registration processes and procedures are convenient.	6.51	4.96 / 1.82	1.55	6.45	5.83 / 1.37	0.62	-0.87 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.49	5.90 / 1.30	0.59	6.42	5.95 / 1.30	0.47	-0.05
40. There are sufficient courses within my program of study available each term.	6.49	5.71 / 1.36	0.78	6.52	5.63 / 1.50	0.89	0.08
12. Faculty are fair and unbiased in their treatment of individual students.	6.47	5.48 / 1.48	0.99	6.46	5.77 / 1.44	0.69	-0.29 *
29. There are convenient ways of paying my school bill.	6.47	5.48 / 1.59	0.99	6.38	5.87 / 1.37	0.51	-0.39 ***

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Institutional Summary

Items: In Order of Importance

Item	North Central State College-Fall 2016 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
14. My academic advisor is knowledgeable about my program requirements.	6.45	5.54 / 1.59	0.91	6.51	5.76 / 1.53	0.75	-0.22
18. Computer labs are adequate and accessible.	6.43	5.07 / 2.00	1.36	6.35	5.99 / 1.30	0.36	-0.92 ***
24. The equipment in the lab facilities is kept up to date.	6.41	4.41 / 1.87	2.00	6.35	5.74 / 1.39	0.61	-1.33 ***
38. Most classes deal with practical experiences and applications.	6.41	5.68 / 1.35	0.73	6.35	5.76 / 1.30	0.59	-0.08
5. Financial aid awards are announced in time to be helpful in college planning.	6.40	4.96 / 1.76	1.44	6.29	5.40 / 1.63	0.89	-0.44 **
56. Distance from campus as factor in decision to enroll.	6.40			6.15			
52. Financial assistance as factor in decision to enroll.	6.38			6.27			
30. The assessment and course placement procedures are reasonable.	6.34	5.51 / 1.39	0.83	6.26	5.70 / 1.35	0.56	-0.19
28. This campus provides online access to services I need.	6.33	5.65 / 1.38	0.68	6.42	6.02 / 1.23	0.40	-0.37 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.33	5.01 / 1.71	1.32	6.29	5.36 / 1.66	0.93	-0.35 *
23. This institution helps me identify resources to finance my education.	6.32	4.69 / 1.76	1.63	6.33	5.40 / 1.62	0.93	-0.71 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.32	5.43 / 1.46	0.89	6.40	5.73 / 1.38	0.67	-0.30 **
39. On the whole, the campus is well-maintained.	6.32	6.01 / 1.08	0.31	6.36	6.08 / 1.20	0.28	-0.07
35. I receive ongoing feedback about progress toward my academic goals.	6.23	5.43 / 1.50	0.80	6.31	5.32 / 1.62	0.99	0.11
33. Administrators are available to hear students' concerns.	6.22	5.35 / 1.54	0.87	6.29	5.50 / 1.55	0.79	-0.15

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Institutional Summary

Items: In Order of Importance

Item	North Central State College-Fall 2016 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
3. My academic advisor is available when I need help.	6.14	5.48 / 1.43	0.66	6.25	5.57 / 1.56	0.68	-0.09
21. The amount of student parking space on campus is adequate.	6.11	5.17 / 1.62	0.94	6.31	5.00 / 1.91	1.31	0.17
15. Financial aid counseling is available if I need it.	6.09	5.13 / 1.63	0.96	6.28	5.66 / 1.49	0.62	-0.53 ***
16. My advisor helps me apply my program of study to career goals.	6.09	5.32 / 1.72	0.77	6.35	5.54 / 1.63	0.81	-0.22
4. Security staff respond quickly to calls for assistance.	6.06	5.27 / 1.41	0.79	6.11	5.52 / 1.43	0.59	-0.25
10. Parking lots are well-lighted and secure.	6.04	5.80 / 1.16	0.24	6.14	5.62 / 1.49	0.52	0.18
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.04	5.21 / 1.62	0.83	6.33	5.46 / 1.60	0.87	-0.25
26. There are adequate services to help me decide upon a career.	6.02	5.19 / 1.55	0.83	6.28	5.54 / 1.46	0.74	-0.35 **
27. Tutoring services are readily available.	6.01	5.79 / 1.25	0.22	6.19	5.82 / 1.39	0.37	-0.03
7. Admissions staff provide personalized attention prior to enrollment.	5.97	5.26 / 1.50	0.71	6.14	5.52 / 1.50	0.62	-0.26 *
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.96	5.18 / 1.50	0.78	6.14	5.45 / 1.51	0.69	-0.27 *
53. Academic reputation as factor in decision to enroll.	5.96			6.12			
6. Library resources and services are adequate.	5.88	5.74 / 1.19	0.14	6.14	5.92 / 1.25	0.22	-0.18
31. Faculty use a variety of technology and media in the classroom.	5.84	5.49 / 1.29	0.35	6.05	5.83 / 1.28	0.22	-0.34 **
57. Information on the campus Web site as factor in decision to enroll.	5.69			5.86			

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National Group Means are based on 68260 records.

Institutional Summary
Items: In Order of Importance

Item	North Central State College-Fall 2016 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
55. Personal recommendations as factor in decision to enroll.	5.65			5.91			
11. Counseling services are available if I need them.	5.35	5.28 / 1.36	0.07	5.96	5.62 / 1.42	0.34	-0.34 **
58. Campus visits as factor in decision to enroll.	4.75			5.43			
41. Campus item 1							
42. Campus item 2							
43. Campus item 3							
44. Campus item 4							
45. Campus item 5							
46. Campus item 6							
47. Campus item 7							
48. Campus item 8							
49. Campus item 9							
50. Campus item 10							

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

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Institutional Summary

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

Scale/Item	North Central State College-Fall 2016 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.19	5.40 / 1.28	0.79	6.35	5.53 / 1.33	0.82	-0.13
3. My academic advisor is available when I need help.	6.14	5.48 / 1.43	0.66	6.25	5.57 / 1.56	0.68	-0.09
14. My academic advisor is knowledgeable about my program requirements.	6.45	5.54 / 1.59	0.91	6.51	5.76 / 1.53	0.75	-0.22
16. My advisor helps me apply my program of study to career goals.	6.09	5.32 / 1.72	0.77	6.35	5.54 / 1.63	0.81	-0.22
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.04	5.21 / 1.62	0.83	6.33	5.46 / 1.60	0.87	-0.25
35. I receive ongoing feedback about progress toward my academic goals.	6.23	5.43 / 1.50	0.80	6.31	5.32 / 1.62	0.99	0.11

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 *** Difference statistically significant at the .001 level

National Group Means are based on 68260 records.

Institutional Summary

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

Scale/Item	North Central State College-Fall 2016 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	6.15	5.05 / 1.29	1.10	6.24	5.49 / 1.27	0.75	-0.44 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.40	4.96 / 1.76	1.44	6.29	5.40 / 1.63	0.89	-0.44 **
7. Admissions staff provide personalized attention prior to enrollment.	5.97	5.26 / 1.50	0.71	6.14	5.52 / 1.50	0.62	-0.26 *
15. Financial aid counseling is available if I need it.	6.09	5.13 / 1.63	0.96	6.28	5.66 / 1.49	0.62	-0.53 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.96	5.18 / 1.50	0.78	6.14	5.45 / 1.51	0.69	-0.27 *
23. This institution helps me identify resources to finance my education.	6.32	4.69 / 1.76	1.63	6.33	5.40 / 1.62	0.93	-0.71 ***

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

National Group Means are based on 68260 records.

Institutional Summary

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

Scale/Item	North Central State College-Fall 2016 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.45	5.74 / 0.94	0.71	6.41	5.81 / 1.04	0.60	-0.07
1. The campus staff are caring and helpful.	6.58	5.90 / 1.11	0.68	6.41	5.84 / 1.27	0.57	0.06
13. The campus is safe and secure for all students.	6.53	6.22 / 0.89	0.31	6.54	6.04 / 1.19	0.50	0.18
20. Students are made to feel welcome here.	6.55	5.99 / 1.25	0.56	6.44	6.00 / 1.28	0.44	-0.01
33. Administrators are available to hear students' concerns.	6.22	5.35 / 1.54	0.87	6.29	5.50 / 1.55	0.79	-0.15
36. Tuition paid is a worthwhile investment.	6.59	5.61 / 1.44	0.98	6.54	5.82 / 1.41	0.72	-0.21
37. I seldom get the "run-around" when seeking information on this campus.	6.33	5.01 / 1.71	1.32	6.29	5.36 / 1.66	0.93	-0.35 *
39. On the whole, the campus is well-maintained.	6.32	6.01 / 1.08	0.31	6.36	6.08 / 1.20	0.28	-0.07

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

National Group Means are based on 68260 records.

Institutional Summary

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

Scale/Item	North Central State College-Fall 2016 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SERVICES	6.10	5.32 / 0.93	0.78	6.24	5.80 / 1.00	0.44	-0.48 ***
6. Library resources and services are adequate.	5.88	5.74 / 1.19	0.14	6.14	5.92 / 1.25	0.22	-0.18
11. Counseling services are available if I need them.	5.35	5.28 / 1.36	0.07	5.96	5.62 / 1.42	0.34	-0.34 **
18. Computer labs are adequate and accessible.	6.43	5.07 / 2.00	1.36	6.35	5.99 / 1.30	0.36	-0.92 ***
24. The equipment in the lab facilities is kept up to date.	6.41	4.41 / 1.87	2.00	6.35	5.74 / 1.39	0.61	-1.33 ***
26. There are adequate services to help me decide upon a career.	6.02	5.19 / 1.55	0.83	6.28	5.54 / 1.46	0.74	-0.35 **
27. Tutoring services are readily available.	6.01	5.79 / 1.25	0.22	6.19	5.82 / 1.39	0.37	-0.03
28. This campus provides online access to services I need.	6.33	5.65 / 1.38	0.68	6.42	6.02 / 1.23	0.40	-0.37 ***
30. The assessment and course placement procedures are reasonable.	6.34	5.51 / 1.39	0.83	6.26	5.70 / 1.35	0.56	-0.19

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

National Group Means are based on 68260 records.

Institutional Summary

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

Scale/Item	North Central State College-Fall 2016 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.41	5.62 / 0.98	0.79	6.41	5.76 / 1.05	0.65	-0.14
8. The quality of instruction I receive in most of my classes is excellent.	6.67	5.70 / 1.24	0.97	6.63	5.80 / 1.33	0.83	-0.10
12. Faculty are fair and unbiased in their treatment of individual students.	6.47	5.48 / 1.48	0.99	6.46	5.77 / 1.44	0.69	-0.29 *
25. Faculty provide timely feedback about my academic progress.	6.52	5.41 / 1.56	1.11	6.45	5.58 / 1.46	0.87	-0.17
31. Faculty use a variety of technology and media in the classroom.	5.84	5.49 / 1.29	0.35	6.05	5.83 / 1.28	0.22	-0.34 **
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.49	5.90 / 1.30	0.59	6.42	5.95 / 1.30	0.47	-0.05
38. Most classes deal with practical experiences and applications.	6.41	5.68 / 1.35	0.73	6.35	5.76 / 1.30	0.59	-0.08
40. There are sufficient courses within my program of study available each term.	6.49	5.71 / 1.36	0.78	6.52	5.63 / 1.50	0.89	0.08

* 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 68260 records.

Institutional Summary

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

Scale/Item	North Central State College-Fall 2016 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.53	5.21 / 1.21	1.32	6.47	5.76 / 1.06	0.71	-0.55 ***
2. Classes are scheduled at times that are convenient for me.	6.66	5.40 / 1.44	1.26	6.54	5.67 / 1.40	0.87	-0.27 *
9. I am able to register for the classes I need with few conflicts.	6.69	4.81 / 1.92	1.88	6.55	5.72 / 1.44	0.83	-0.91 ***
19. Registration processes and procedures are convenient.	6.51	4.96 / 1.82	1.55	6.45	5.83 / 1.37	0.62	-0.87 ***
29. There are convenient ways of paying my school bill.	6.47	5.48 / 1.59	0.99	6.38	5.87 / 1.37	0.51	-0.39 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.32	5.43 / 1.46	0.89	6.40	5.73 / 1.38	0.67	-0.30 **

* 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 68260 records.

Institutional Summary

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

Scale/Item	North Central State College-Fall 2016 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.19	5.64 / 0.92	0.55	6.28	5.55 / 1.18	0.73	0.09
4. Security staff respond quickly to calls for assistance.	6.06	5.27 / 1.41	0.79	6.11	5.52 / 1.43	0.59	-0.25
10. Parking lots are well-lighted and secure.	6.04	5.80 / 1.16	0.24	6.14	5.62 / 1.49	0.52	0.18
13. The campus is safe and secure for all students.	6.53	6.22 / 0.89	0.31	6.54	6.04 / 1.19	0.50	0.18
21. The amount of student parking space on campus is adequate.	6.11	5.17 / 1.62	0.94	6.31	5.00 / 1.91	1.31	0.17

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Institutional Summary

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

Scale/Item	North Central State College-Fall 2016 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.42	5.58 / 1.14	0.84	6.36	5.69 / 1.18	0.67	-0.11
1. The campus staff are caring and helpful.	6.58	5.90 / 1.11	0.68	6.41	5.84 / 1.27	0.57	0.06
20. Students are made to feel welcome here.	6.55	5.99 / 1.25	0.56	6.44	6.00 / 1.28	0.44	-0.01
33. Administrators are available to hear students' concerns.	6.22	5.35 / 1.54	0.87	6.29	5.50 / 1.55	0.79	-0.15
37. I seldom get the "run-around" when seeking information on this campus.	6.33	5.01 / 1.71	1.32	6.29	5.36 / 1.66	0.93	-0.35 *

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Institutional Summary

Items: In Sequential Order

Item	North Central State College-Fall 2016 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.58	5.90 / 1.11	0.68	6.41	5.84 / 1.27	0.57	0.06
2. Classes are scheduled at times that are convenient for me.	6.66	5.40 / 1.44	1.26	6.54	5.67 / 1.40	0.87	-0.27 *
3. My academic advisor is available when I need help.	6.14	5.48 / 1.43	0.66	6.25	5.57 / 1.56	0.68	-0.09
4. Security staff respond quickly to calls for assistance.	6.06	5.27 / 1.41	0.79	6.11	5.52 / 1.43	0.59	-0.25
5. Financial aid awards are announced in time to be helpful in college planning.	6.40	4.96 / 1.76	1.44	6.29	5.40 / 1.63	0.89	-0.44 **
6. Library resources and services are adequate.	5.88	5.74 / 1.19	0.14	6.14	5.92 / 1.25	0.22	-0.18
7. Admissions staff provide personalized attention prior to enrollment.	5.97	5.26 / 1.50	0.71	6.14	5.52 / 1.50	0.62	-0.26 *
8. The quality of instruction I receive in most of my classes is excellent.	6.67	5.70 / 1.24	0.97	6.63	5.80 / 1.33	0.83	-0.10
9. I am able to register for the classes I need with few conflicts.	6.69	4.81 / 1.92	1.88	6.55	5.72 / 1.44	0.83	-0.91 ***
10. Parking lots are well-lighted and secure.	6.04	5.80 / 1.16	0.24	6.14	5.62 / 1.49	0.52	0.18
11. Counseling services are available if I need them.	5.35	5.28 / 1.36	0.07	5.96	5.62 / 1.42	0.34	-0.34 **
12. Faculty are fair and unbiased in their treatment of individual students.	6.47	5.48 / 1.48	0.99	6.46	5.77 / 1.44	0.69	-0.29 *
13. The campus is safe and secure for all students.	6.53	6.22 / 0.89	0.31	6.54	6.04 / 1.19	0.50	0.18
14. My academic advisor is knowledgeable about my program requirements.	6.45	5.54 / 1.59	0.91	6.51	5.76 / 1.53	0.75	-0.22
15. Financial aid counseling is available if I need it.	6.09	5.13 / 1.63	0.96	6.28	5.66 / 1.49	0.62	-0.53 ***

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Institutional Summary

Items: In Sequential Order

Item	North Central State College-Fall 2016 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. My advisor helps me apply my program of study to career goals.	6.09	5.32 / 1.72	0.77	6.35	5.54 / 1.63	0.81	-0.22
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.96	5.18 / 1.50	0.78	6.14	5.45 / 1.51	0.69	-0.27 *
18. Computer labs are adequate and accessible.	6.43	5.07 / 2.00	1.36	6.35	5.99 / 1.30	0.36	-0.92 ***
19. Registration processes and procedures are convenient.	6.51	4.96 / 1.82	1.55	6.45	5.83 / 1.37	0.62	-0.87 ***
20. Students are made to feel welcome here.	6.55	5.99 / 1.25	0.56	6.44	6.00 / 1.28	0.44	-0.01
21. The amount of student parking space on campus is adequate.	6.11	5.17 / 1.62	0.94	6.31	5.00 / 1.91	1.31	0.17
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.04	5.21 / 1.62	0.83	6.33	5.46 / 1.60	0.87	-0.25
23. This institution helps me identify resources to finance my education.	6.32	4.69 / 1.76	1.63	6.33	5.40 / 1.62	0.93	-0.71 ***
24. The equipment in the lab facilities is kept up to date.	6.41	4.41 / 1.87	2.00	6.35	5.74 / 1.39	0.61	-1.33 ***
25. Faculty provide timely feedback about my academic progress.	6.52	5.41 / 1.56	1.11	6.45	5.58 / 1.46	0.87	-0.17
26. There are adequate services to help me decide upon a career.	6.02	5.19 / 1.55	0.83	6.28	5.54 / 1.46	0.74	-0.35 **
27. Tutoring services are readily available.	6.01	5.79 / 1.25	0.22	6.19	5.82 / 1.39	0.37	-0.03
28. This campus provides online access to services I need.	6.33	5.65 / 1.38	0.68	6.42	6.02 / 1.23	0.40	-0.37 ***
29. There are convenient ways of paying my school bill.	6.47	5.48 / 1.59	0.99	6.38	5.87 / 1.37	0.51	-0.39 ***
30. The assessment and course placement procedures are reasonable.	6.34	5.51 / 1.39	0.83	6.26	5.70 / 1.35	0.56	-0.19

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National Group Means are based on 68260 records.

Institutional Summary

Items: In Sequential Order

Item	North Central State College-Fall 2016 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Faculty use a variety of technology and media in the classroom.	5.84	5.49 / 1.29	0.35	6.05	5.83 / 1.28	0.22	-0.34 **
32. I am able to take care of college-related business at times that are convenient for me.	6.32	5.43 / 1.46	0.89	6.40	5.73 / 1.38	0.67	-0.30 **
33. Administrators are available to hear students' concerns.	6.22	5.35 / 1.54	0.87	6.29	5.50 / 1.55	0.79	-0.15
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.49	5.90 / 1.30	0.59	6.42	5.95 / 1.30	0.47	-0.05
35. I receive ongoing feedback about progress toward my academic goals.	6.23	5.43 / 1.50	0.80	6.31	5.32 / 1.62	0.99	0.11
36. Tuition paid is a worthwhile investment.	6.59	5.61 / 1.44	0.98	6.54	5.82 / 1.41	0.72	-0.21
37. I seldom get the "run-around" when seeking information on this campus.	6.33	5.01 / 1.71	1.32	6.29	5.36 / 1.66	0.93	-0.35 *
38. Most classes deal with practical experiences and applications.	6.41	5.68 / 1.35	0.73	6.35	5.76 / 1.30	0.59	-0.08
39. On the whole, the campus is well-maintained.	6.32	6.01 / 1.08	0.31	6.36	6.08 / 1.20	0.28	-0.07
40. There are sufficient courses within my program of study available each term.	6.49	5.71 / 1.36	0.78	6.52	5.63 / 1.50	0.89	0.08
41. Campus item 1							
42. Campus item 2							
43. Campus item 3							
44. Campus item 4							
45. Campus item 5							
46. Campus item 6							

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Institutional Summary
Items: In Sequential Order

Item	North Central State College-Fall 2016 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Campus item 7							
48. Campus item 8							
49. Campus item 9							
50. Campus item 10							
51. Cost as factor in decision to enroll.	6.67			6.51			
52. Financial assistance as factor in decision to enroll.	6.38			6.27			
53. Academic reputation as factor in decision to enroll.	5.96			6.12			
54. Future career opportunities as factor in decision to enroll.	6.59			6.43			
55. Personal recommendations as factor in decision to enroll.	5.65			5.91			
56. Distance from campus as factor in decision to enroll.	6.40			6.15			
57. Information on the campus Web site as factor in decision to enroll.	5.69			5.86			
58. Campus visits as factor in decision to enroll.	4.75			5.43			

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Institutional Summary

Summary Items

Summary Item	North Central State College-Fall 2016 - SSI	National Community Colleges Form B	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: 4.51 1% 2% 8% 41% 30% 8% 7%	Average: 4.93 1% 1% 6% 33% 26% 13% 17%	-0.42
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: 5.47 1% 0% 8% 5% 19% 50% 13%	Average: 5.59 1% 2% 5% 10% 14% 42% 23%	-0.12
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: 5.44 2% 6% 5% 7% 14% 35% 28%	Average: 5.82 2% 3% 3% 7% 9% 30% 42%	-0.38