

Demographics

Gender	N	%	Current Class Load	N	%
Female	77	59.23%	Full-time	75	57.25%
Male	53	40.77%	Part-time	56	42.75%
Total	130	100.00%	Total	131	100.00%
No Response	2		No Response	1	

Age	N	%	Class Level	N	%
18 and under	20	15.38%	1 year or less	55	42.64%
19 to 24	68	52.31%	2 years	34	26.36%
25 to 34	23	17.69%	3 years	26	20.16%
35 to 44	13	10.00%	4 or more years	14	10.85%
45 and over	6	4.62%	Total	129	100.00%
Total	130	100.00%	No Response	3	
No Response	2				

Ethnicity/Race	N	%	Current GPA	N	%
Alaskan Native	0	0.00%	No credits earned	9	7.03%
American Indian	0	0.00%	1.99 or below	3	2.34%
Asian	4	3.10%	2.0 - 2.49	11	8.59%
Black/African-American	9	6.98%	2.5 - 2.99	24	18.75%
Hispanic or Latino (and Puerto Rican)	4	3.10%	3.0 - 3.49	50	39.06%
Native Hawaiian or Pacific Islander	0	0.00%	3.5 or above	31	24.22%
White/Caucasian	104	80.62%	Total	128	100.00%
Multi-racial	5	3.88%	No Response	4	
Other race	3	2.33%			
Total	129	100.00%			
No Response	3				

Current Enrollment Status	N	%	Educational Goal	N	%
Day	105	81.40%	Associate degree	79	60.77%
Evening	24	18.60%	Vocational/technical program	0	0.00%
Weekend	0	0.00%	Transfer to another institution	37	28.46%
Total	129	100.00%	Certification (initial/renewal)	0	0.00%
No Response	3		Self-improvement/pleasure	2	1.54%
			Job-related training	4	3.08%
			Other educational goal	8	6.15%
			Total	130	100.00%
			No Response	2	

Demographics

Employment	N	%	Organization Memberships	N	%
Full-time off campus	47	36.15%	No organization memberships	115	88.46%
Part-time off campus	61	46.92%	One or two organization memberships	13	10.00%
Full-time on campus	1	0.77%	Three or four organization memberships	2	1.54%
Part-time on campus	6	4.62%	Five or more organization memberships	0	0.00%
Not employed	15	11.54%	Total	130	100.00%
Total	130	100.00%	No Response	2	
No Response	2				

Current Residence	N	%	Tuition Source	N	%
Residence hall	0	0.00%	Scholarships	14	10.94%
Own house	32	24.62%	Financial aid	61	47.66%
Rent room or apt off campus	16	12.31%	Family contributions	10	7.81%
Parent's home	72	55.38%	Self support	23	17.97%
Other residence	10	7.69%	Other tuition source	20	15.63%
Total	130	100.00%	Total	128	100.00%
No Response	2		No Response	4	

Residence Classification	N	%	Institution Question	N	%
In-state	126	97.67%	Campus item - Answer 1	17	13.39%
Out-of-state	1	0.78%	Campus item - Answer 2	110	86.61%
International (not U.S. citizen)	2	1.55%	Campus item - Answer 3	0	0.00%
Total	129	100.00%	Campus item - Answer 4	0	0.00%
No Response	3		Campus item - Answer 5	0	0.00%
			Campus item - Answer 6	0	0.00%
			Total	127	100.00%
			No Response	5	

Institution Was My	N	%	Institution Question 2	N	%
1st choice	79	60.77%	Campus item 2 - Answer 1	0	0%
2nd choice	39	30.00%	Campus item 2 - Answer 2	0	0%
3rd choice or lower	12	9.23%	Campus item 2 - Answer 3	0	0%
Total	130	100.00%	Campus item 2 - Answer 4	0	0%
No Response	2		Campus item 2 - Answer 5	0	0%
			Campus item 2 - Answer 6	0	0%
			Total	0	100.00%
			No Response	132	

Plan to Transfer	N	%
Yes I plan to transfer	70	53.85%
No I do not plan to transfer	60	46.15%
Total	130	100.00%
No Response	2	

Demographics

Group Code	N	%
0002	31	24.22%
0004	3	2.34%
0005	6	4.69%
0006	17	13.28%
0007	9	7.03%
0010	2	1.56%
0011	13	10.16%
0012	1	0.78%
0015	1	0.78%
0016	6	4.69%
0020	1	0.78%
0024	6	4.69%
0025	9	7.03%
0026	5	3.91%
0027	1	0.78%
0028	2	1.56%
0032	9	7.03%
0033	2	1.56%
0034	3	2.34%
0035	1	0.78%
Total	128	100.00%
No Response	4	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 13. The campus is safe and secure for all students.
- 44. Campus item 4
- 14. My academic advisor is knowledgeable about my program requirements.
- 20. Students are made to feel welcome here.
- 28. This campus provides online access to services I need.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 18. Computer labs are adequate and accessible.
- 39. On the whole, the campus is well-maintained.
- 19. Registration processes and procedures are convenient.
- 27. Tutoring services are readily available.

Challenges

- 8. The quality of instruction I receive in most of my classes is excellent.
- 40. There are sufficient courses within my program of study available each term.
- 9. I am able to register for the classes I need with few conflicts.
- 25. Faculty provide timely feedback about my academic progress.
- 2. Classes are scheduled at times that are convenient for me.
- 24. The equipment in the lab facilities is kept up to date.
- 23. This institution helps me identify resources to finance my education.
- 5. Financial aid awards are announced in time to be helpful in college planning.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Community Colleges Form B

27. Tutoring services are readily available.

Lower Satisfaction vs. National Community Colleges Form B

24. The equipment in the lab facilities is kept up to date.

Higher Importance vs. National Community Colleges Form B

40. There are sufficient courses within my program of study available each term.

20. Students are made to feel welcome here.

28. This campus provides online access to services I need.

24. The equipment in the lab facilities is kept up to date.

26. There are adequate services to help me decide upon a career.

27. Tutoring services are readily available.

Institutional Summary
Scales: In Order of Importance

Scale	North Central State College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Registration Effectiveness	6.53	5.76 / 1.10	0.77	6.47	5.76 / 1.06	0.71	0.00
Campus Climate	6.52	5.86 / 0.93	0.66	6.41	5.81 / 1.04	0.60	0.05
Instructional Effectiveness	6.49	5.74 / 1.06	0.75	6.41	5.76 / 1.05	0.65	-0.02
Student Centeredness	6.47	5.76 / 1.01	0.71	6.36	5.69 / 1.18	0.67	0.07
Academic Advising Effectiveness	6.38	5.72 / 1.14	0.66	6.35	5.53 / 1.33	0.82	0.19
Campus Services	6.37	5.90 / 0.94	0.47	6.24	5.80 / 1.00	0.44	0.10
Admissions and Financial Aid Effectiveness	6.33	5.56 / 1.18	0.77	6.24	5.49 / 1.27	0.75	0.07
Safety and Security	6.32	5.65 / 0.90	0.67	6.28	5.55 / 1.18	0.73	0.10

* 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 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The quality of instruction I receive in most of my classes is excellent.	6.74	5.64 / 1.46	1.10	6.63	5.80 / 1.33	0.83	-0.16
13. The campus is safe and secure for all students.	6.68	6.18 / 0.98	0.50	6.54	6.04 / 1.19	0.50	0.14
40. There are sufficient courses within my program of study available each term.	6.68	5.48 / 1.57	1.20	6.52	5.63 / 1.50	0.89	-0.15
44. Campus item 4	6.68	6.10 / 1.10	0.58				
9. I am able to register for the classes I need with few conflicts.	6.64	5.56 / 1.52	1.08	6.55	5.72 / 1.44	0.83	-0.16
14. My academic advisor is knowledgeable about my program requirements.	6.61	6.00 / 1.37	0.61	6.51	5.76 / 1.53	0.75	0.24
20. Students are made to feel welcome here.	6.60	6.14 / 1.16	0.46	6.44	6.00 / 1.28	0.44	0.14
25. Faculty provide timely feedback about my academic progress.	6.60	5.61 / 1.39	0.99	6.45	5.58 / 1.46	0.87	0.03
28. This campus provides online access to services I need.	6.59	6.11 / 1.25	0.48	6.42	6.02 / 1.23	0.40	0.09
36. Tuition paid is a worthwhile investment.	6.58	5.72 / 1.45	0.86	6.54	5.82 / 1.41	0.72	-0.10
2. Classes are scheduled at times that are convenient for me.	6.57	5.60 / 1.39	0.97	6.54	5.67 / 1.40	0.87	-0.07
12. Faculty are fair and unbiased in their treatment of individual students.	6.57	5.98 / 1.25	0.59	6.46	5.77 / 1.44	0.69	0.21
1. The campus staff are caring and helpful.	6.54	5.96 / 1.12	0.58	6.41	5.84 / 1.27	0.57	0.12
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.53	5.99 / 1.20	0.54	6.42	5.95 / 1.30	0.47	0.04
24. The equipment in the lab facilities is kept up to date.	6.52	5.47 / 1.52	1.05	6.35	5.74 / 1.39	0.61	-0.27 *

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Institutional Summary
Items: In Order of Importance

Item	North Central State College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. I am able to take care of college-related business at times that are convenient for me.	6.51	5.74 / 1.34	0.77	6.40	5.73 / 1.38	0.67	0.01
18. Computer labs are adequate and accessible.	6.47	6.11 / 1.25	0.36	6.35	5.99 / 1.30	0.36	0.12
29. There are convenient ways of paying my school bill.	6.47	5.87 / 1.23	0.60	6.38	5.87 / 1.37	0.51	0.00
39. On the whole, the campus is well-maintained.	6.47	6.02 / 1.23	0.45	6.36	6.08 / 1.20	0.28	-0.06
19. Registration processes and procedures are convenient.	6.46	6.05 / 1.11	0.41	6.45	5.83 / 1.37	0.62	0.22
26. There are adequate services to help me decide upon a career.	6.44	5.74 / 1.39	0.70	6.28	5.54 / 1.46	0.74	0.20
27. Tutoring services are readily available.	6.44	6.21 / 1.18	0.23	6.19	5.82 / 1.39	0.37	0.39 **
51. Cost as factor in decision to enroll.	6.42			6.51			
33. Administrators are available to hear students' concerns.	6.41	5.64 / 1.34	0.77	6.29	5.50 / 1.55	0.79	0.14
23. This institution helps me identify resources to finance my education.	6.40	5.42 / 1.58	0.98	6.33	5.40 / 1.62	0.93	0.02
5. Financial aid awards are announced in time to be helpful in college planning.	6.39	5.41 / 1.52	0.98	6.29	5.40 / 1.63	0.89	0.01
38. Most classes deal with practical experiences and applications.	6.38	5.65 / 1.39	0.73	6.35	5.76 / 1.30	0.59	-0.11
4. Security staff respond quickly to calls for assistance.	6.36	5.30 / 1.50	1.06	6.11	5.52 / 1.43	0.59	-0.22
16. My advisor helps me apply my program of study to career goals.	6.36	5.87 / 1.35	0.49	6.35	5.54 / 1.63	0.81	0.33 *
7. Admissions staff provide personalized attention prior to enrollment.	6.34	5.76 / 1.26	0.58	6.14	5.52 / 1.50	0.62	0.24

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Institutional Summary
Items: In Order of Importance

Item	North Central State College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
15. Financial aid counseling is available if I need it.	6.34	5.65 / 1.47	0.69	6.28	5.66 / 1.49	0.62	-0.01
35. I receive ongoing feedback about progress toward my academic goals.	6.33	5.33 / 1.49	1.00	6.31	5.32 / 1.62	0.99	0.01
37. I seldom get the "run-around" when seeking information on this campus.	6.31	5.28 / 1.60	1.03	6.29	5.36 / 1.66	0.93	-0.08
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.30	5.50 / 1.40	0.80	6.33	5.46 / 1.60	0.87	0.04
3. My academic advisor is available when I need help.	6.27	5.87 / 1.33	0.40	6.25	5.57 / 1.56	0.68	0.30 *
30. The assessment and course placement procedures are reasonable.	6.24	5.79 / 1.30	0.45	6.26	5.70 / 1.35	0.56	0.09
49. Campus item 9	6.23	4.95 / 1.69	1.28				
54. Future career opportunities as factor in decision to enroll.	6.23			6.43			
21. The amount of student parking space on campus is adequate.	6.22	5.22 / 1.56	1.00	6.31	5.00 / 1.91	1.31	0.22
45. Campus item 5	6.22	6.25 / 1.08	-0.03				
6. Library resources and services are adequate.	6.18	5.92 / 1.15	0.26	6.14	5.92 / 1.25	0.22	0.00
48. Campus item 8	6.17	5.59 / 1.68	0.58				
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.16	5.57 / 1.38	0.59	6.14	5.45 / 1.51	0.69	0.12
46. Campus item 6	6.14	5.69 / 1.56	0.45				
52. Financial assistance as factor in decision to enroll.	6.13			6.27			

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Institutional Summary
Items: In Order of Importance

Item	North Central State College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
56. Distance from campus as factor in decision to enroll.	6.12			6.15			
41. Campus item 1	6.07	5.73 / 1.42	0.34				
11. Counseling services are available if I need them.	6.06	5.88 / 1.17	0.18	5.96	5.62 / 1.42	0.34	0.26
47. Campus item 7	6.06	5.60 / 1.42	0.46				
50. Campus item 10	6.06	6.01 / 1.18	0.05				
10. Parking lots are well-lighted and secure.	6.01	5.80 / 1.31	0.21	6.14	5.62 / 1.49	0.52	0.18
31. Faculty use a variety of technology and media in the classroom.	5.94	5.81 / 1.27	0.13	6.05	5.83 / 1.28	0.22	-0.02
43. Campus item 3	5.87	5.14 / 1.57	0.73				
53. Academic reputation as factor in decision to enroll.	5.73			6.12			
57. Information on the campus Web site as factor in decision to enroll.	5.67			5.86			
42. Campus item 2	5.66	5.85 / 1.39	-0.19				
55. Personal recommendations as factor in decision to enroll.	5.27			5.91			
58. Campus visits as factor in decision to enroll.	4.98			5.43			

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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 - Academic Advising Effectiveness

Scale/Item	North Central State College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.38	5.72 / 1.14	0.66	6.35	5.53 / 1.33	0.82	0.19
3. My academic advisor is available when I need help.	6.27	5.87 / 1.33	0.40	6.25	5.57 / 1.56	0.68	0.30 *
14. My academic advisor is knowledgeable about my program requirements.	6.61	6.00 / 1.37	0.61	6.51	5.76 / 1.53	0.75	0.24
16. My advisor helps me apply my program of study to career goals.	6.36	5.87 / 1.35	0.49	6.35	5.54 / 1.63	0.81	0.33 *
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.30	5.50 / 1.40	0.80	6.33	5.46 / 1.60	0.87	0.04
35. I receive ongoing feedback about progress toward my academic goals.	6.33	5.33 / 1.49	1.00	6.31	5.32 / 1.62	0.99	0.01

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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 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	6.33	5.56 / 1.18	0.77	6.24	5.49 / 1.27	0.75	0.07
5. Financial aid awards are announced in time to be helpful in college planning.	6.39	5.41 / 1.52	0.98	6.29	5.40 / 1.63	0.89	0.01
7. Admissions staff provide personalized attention prior to enrollment.	6.34	5.76 / 1.26	0.58	6.14	5.52 / 1.50	0.62	0.24
15. Financial aid counseling is available if I need it.	6.34	5.65 / 1.47	0.69	6.28	5.66 / 1.49	0.62	-0.01
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.16	5.57 / 1.38	0.59	6.14	5.45 / 1.51	0.69	0.12
23. This institution helps me identify resources to finance my education.	6.40	5.42 / 1.58	0.98	6.33	5.40 / 1.62	0.93	0.02

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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 - Campus Climate

Scale/Item	North Central State College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.52	5.86 / 0.93	0.66	6.41	5.81 / 1.04	0.60	0.05
1. The campus staff are caring and helpful.	6.54	5.96 / 1.12	0.58	6.41	5.84 / 1.27	0.57	0.12
13. The campus is safe and secure for all students.	6.68	6.18 / 0.98	0.50	6.54	6.04 / 1.19	0.50	0.14
20. Students are made to feel welcome here.	6.60	6.14 / 1.16	0.46	6.44	6.00 / 1.28	0.44	0.14
33. Administrators are available to hear students' concerns.	6.41	5.64 / 1.34	0.77	6.29	5.50 / 1.55	0.79	0.14
36. Tuition paid is a worthwhile investment.	6.58	5.72 / 1.45	0.86	6.54	5.82 / 1.41	0.72	-0.10
37. I seldom get the "run-around" when seeking information on this campus.	6.31	5.28 / 1.60	1.03	6.29	5.36 / 1.66	0.93	-0.08
39. On the whole, the campus is well-maintained.	6.47	6.02 / 1.23	0.45	6.36	6.08 / 1.20	0.28	-0.06

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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 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SERVICES	6.37	5.90 / 0.94	0.47	6.24	5.80 / 1.00	0.44	0.10
6. Library resources and services are adequate.	6.18	5.92 / 1.15	0.26	6.14	5.92 / 1.25	0.22	0.00
11. Counseling services are available if I need them.	6.06	5.88 / 1.17	0.18	5.96	5.62 / 1.42	0.34	0.26
18. Computer labs are adequate and accessible.	6.47	6.11 / 1.25	0.36	6.35	5.99 / 1.30	0.36	0.12
24. The equipment in the lab facilities is kept up to date.	6.52	5.47 / 1.52	1.05	6.35	5.74 / 1.39	0.61	-0.27 *
26. There are adequate services to help me decide upon a career.	6.44	5.74 / 1.39	0.70	6.28	5.54 / 1.46	0.74	0.20
27. Tutoring services are readily available.	6.44	6.21 / 1.18	0.23	6.19	5.82 / 1.39	0.37	0.39 **
28. This campus provides online access to services I need.	6.59	6.11 / 1.25	0.48	6.42	6.02 / 1.23	0.40	0.09
30. The assessment and course placement procedures are reasonable.	6.24	5.79 / 1.30	0.45	6.26	5.70 / 1.35	0.56	0.09

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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 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.49	5.74 / 1.06	0.75	6.41	5.76 / 1.05	0.65	-0.02
8. The quality of instruction I receive in most of my classes is excellent.	6.74	5.64 / 1.46	1.10	6.63	5.80 / 1.33	0.83	-0.16
12. Faculty are fair and unbiased in their treatment of individual students.	6.57	5.98 / 1.25	0.59	6.46	5.77 / 1.44	0.69	0.21
25. Faculty provide timely feedback about my academic progress.	6.60	5.61 / 1.39	0.99	6.45	5.58 / 1.46	0.87	0.03
31. Faculty use a variety of technology and media in the classroom.	5.94	5.81 / 1.27	0.13	6.05	5.83 / 1.28	0.22	-0.02
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.53	5.99 / 1.20	0.54	6.42	5.95 / 1.30	0.47	0.04
38. Most classes deal with practical experiences and applications.	6.38	5.65 / 1.39	0.73	6.35	5.76 / 1.30	0.59	-0.11
40. There are sufficient courses within my program of study available each term.	6.68	5.48 / 1.57	1.20	6.52	5.63 / 1.50	0.89	-0.15

* 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 - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.53	5.76 / 1.10	0.77	6.47	5.76 / 1.06	0.71	0.00
2. Classes are scheduled at times that are convenient for me.	6.57	5.60 / 1.39	0.97	6.54	5.67 / 1.40	0.87	-0.07
9. I am able to register for the classes I need with few conflicts.	6.64	5.56 / 1.52	1.08	6.55	5.72 / 1.44	0.83	-0.16
19. Registration processes and procedures are convenient.	6.46	6.05 / 1.11	0.41	6.45	5.83 / 1.37	0.62	0.22
29. There are convenient ways of paying my school bill.	6.47	5.87 / 1.23	0.60	6.38	5.87 / 1.37	0.51	0.00
32. I am able to take care of college-related business at times that are convenient for me.	6.51	5.74 / 1.34	0.77	6.40	5.73 / 1.38	0.67	0.01

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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 - Safety and Security

Scale/Item	North Central State College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.32	5.65 / 0.90	0.67	6.28	5.55 / 1.18	0.73	0.10
4. Security staff respond quickly to calls for assistance.	6.36	5.30 / 1.50	1.06	6.11	5.52 / 1.43	0.59	-0.22
10. Parking lots are well-lighted and secure.	6.01	5.80 / 1.31	0.21	6.14	5.62 / 1.49	0.52	0.18
13. The campus is safe and secure for all students.	6.68	6.18 / 0.98	0.50	6.54	6.04 / 1.19	0.50	0.14
21. The amount of student parking space on campus is adequate.	6.22	5.22 / 1.56	1.00	6.31	5.00 / 1.91	1.31	0.22

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Institutional Summary

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

Scale/Item	North Central State College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.47	5.76 / 1.01	0.71	6.36	5.69 / 1.18	0.67	0.07
1. The campus staff are caring and helpful.	6.54	5.96 / 1.12	0.58	6.41	5.84 / 1.27	0.57	0.12
20. Students are made to feel welcome here.	6.60	6.14 / 1.16	0.46	6.44	6.00 / 1.28	0.44	0.14
33. Administrators are available to hear students' concerns.	6.41	5.64 / 1.34	0.77	6.29	5.50 / 1.55	0.79	0.14
37. I seldom get the "run-around" when seeking information on this campus.	6.31	5.28 / 1.60	1.03	6.29	5.36 / 1.66	0.93	-0.08

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Institutional Summary
Items: In Sequential Order

Item	North Central State College - 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.	6.54	5.96 / 1.12	0.58	6.41	5.84 / 1.27	0.57	0.12
2. Classes are scheduled at times that are convenient for me.	6.57	5.60 / 1.39	0.97	6.54	5.67 / 1.40	0.87	-0.07
3. My academic advisor is available when I need help.	6.27	5.87 / 1.33	0.40	6.25	5.57 / 1.56	0.68	0.30 *
4. Security staff respond quickly to calls for assistance.	6.36	5.30 / 1.50	1.06	6.11	5.52 / 1.43	0.59	-0.22
5. Financial aid awards are announced in time to be helpful in college planning.	6.39	5.41 / 1.52	0.98	6.29	5.40 / 1.63	0.89	0.01
6. Library resources and services are adequate.	6.18	5.92 / 1.15	0.26	6.14	5.92 / 1.25	0.22	0.00
7. Admissions staff provide personalized attention prior to enrollment.	6.34	5.76 / 1.26	0.58	6.14	5.52 / 1.50	0.62	0.24
8. The quality of instruction I receive in most of my classes is excellent.	6.74	5.64 / 1.46	1.10	6.63	5.80 / 1.33	0.83	-0.16
9. I am able to register for the classes I need with few conflicts.	6.64	5.56 / 1.52	1.08	6.55	5.72 / 1.44	0.83	-0.16
10. Parking lots are well-lighted and secure.	6.01	5.80 / 1.31	0.21	6.14	5.62 / 1.49	0.52	0.18
11. Counseling services are available if I need them.	6.06	5.88 / 1.17	0.18	5.96	5.62 / 1.42	0.34	0.26
12. Faculty are fair and unbiased in their treatment of individual students.	6.57	5.98 / 1.25	0.59	6.46	5.77 / 1.44	0.69	0.21
13. The campus is safe and secure for all students.	6.68	6.18 / 0.98	0.50	6.54	6.04 / 1.19	0.50	0.14
14. My academic advisor is knowledgeable about my program requirements.	6.61	6.00 / 1.37	0.61	6.51	5.76 / 1.53	0.75	0.24
15. Financial aid counseling is available if I need it.	6.34	5.65 / 1.47	0.69	6.28	5.66 / 1.49	0.62	-0.01

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Institutional Summary

Items: In Sequential Order

Item	North Central State College - 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.	6.36	5.87 / 1.35	0.49	6.35	5.54 / 1.63	0.81	0.33 *
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.16	5.57 / 1.38	0.59	6.14	5.45 / 1.51	0.69	0.12
18. Computer labs are adequate and accessible.	6.47	6.11 / 1.25	0.36	6.35	5.99 / 1.30	0.36	0.12
19. Registration processes and procedures are convenient.	6.46	6.05 / 1.11	0.41	6.45	5.83 / 1.37	0.62	0.22
20. Students are made to feel welcome here.	6.60	6.14 / 1.16	0.46	6.44	6.00 / 1.28	0.44	0.14
21. The amount of student parking space on campus is adequate.	6.22	5.22 / 1.56	1.00	6.31	5.00 / 1.91	1.31	0.22
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.30	5.50 / 1.40	0.80	6.33	5.46 / 1.60	0.87	0.04
23. This institution helps me identify resources to finance my education.	6.40	5.42 / 1.58	0.98	6.33	5.40 / 1.62	0.93	0.02
24. The equipment in the lab facilities is kept up to date.	6.52	5.47 / 1.52	1.05	6.35	5.74 / 1.39	0.61	-0.27 *
25. Faculty provide timely feedback about my academic progress.	6.60	5.61 / 1.39	0.99	6.45	5.58 / 1.46	0.87	0.03
26. There are adequate services to help me decide upon a career.	6.44	5.74 / 1.39	0.70	6.28	5.54 / 1.46	0.74	0.20
27. Tutoring services are readily available.	6.44	6.21 / 1.18	0.23	6.19	5.82 / 1.39	0.37	0.39 **
28. This campus provides online access to services I need.	6.59	6.11 / 1.25	0.48	6.42	6.02 / 1.23	0.40	0.09
29. There are convenient ways of paying my school bill.	6.47	5.87 / 1.23	0.60	6.38	5.87 / 1.37	0.51	0.00
30. The assessment and course placement procedures are reasonable.	6.24	5.79 / 1.30	0.45	6.26	5.70 / 1.35	0.56	0.09

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Institutional Summary

Items: In Sequential Order

Item	North Central State College - 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.	5.94	5.81 / 1.27	0.13	6.05	5.83 / 1.28	0.22	-0.02
32. I am able to take care of college-related business at times that are convenient for me.	6.51	5.74 / 1.34	0.77	6.40	5.73 / 1.38	0.67	0.01
33. Administrators are available to hear students' concerns.	6.41	5.64 / 1.34	0.77	6.29	5.50 / 1.55	0.79	0.14
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.53	5.99 / 1.20	0.54	6.42	5.95 / 1.30	0.47	0.04
35. I receive ongoing feedback about progress toward my academic goals.	6.33	5.33 / 1.49	1.00	6.31	5.32 / 1.62	0.99	0.01
36. Tuition paid is a worthwhile investment.	6.58	5.72 / 1.45	0.86	6.54	5.82 / 1.41	0.72	-0.10
37. I seldom get the "run-around" when seeking information on this campus.	6.31	5.28 / 1.60	1.03	6.29	5.36 / 1.66	0.93	-0.08
38. Most classes deal with practical experiences and applications.	6.38	5.65 / 1.39	0.73	6.35	5.76 / 1.30	0.59	-0.11
39. On the whole, the campus is well-maintained.	6.47	6.02 / 1.23	0.45	6.36	6.08 / 1.20	0.28	-0.06
40. There are sufficient courses within my program of study available each term.	6.68	5.48 / 1.57	1.20	6.52	5.63 / 1.50	0.89	-0.15
41. Campus item 1	6.07	5.73 / 1.42	0.34				
42. Campus item 2	5.66	5.85 / 1.39	-0.19				
43. Campus item 3	5.87	5.14 / 1.57	0.73				
44. Campus item 4	6.68	6.10 / 1.10	0.58				
45. Campus item 5	6.22	6.25 / 1.08	-0.03				

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Institutional Summary
Items: In Sequential Order

Item	North Central State College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. Campus item 6	6.14	5.69 / 1.56	0.45				
47. Campus item 7	6.06	5.60 / 1.42	0.46				
48. Campus item 8	6.17	5.59 / 1.68	0.58				
49. Campus item 9	6.23	4.95 / 1.69	1.28				
50. Campus item 10	6.06	6.01 / 1.18	0.05				
51. Cost as factor in decision to enroll.	6.42			6.51			
52. Financial assistance as factor in decision to enroll.	6.13			6.27			
53. Academic reputation as factor in decision to enroll.	5.73			6.12			
54. Future career opportunities as factor in decision to enroll.	6.23			6.43			
55. Personal recommendations as factor in decision to enroll.	5.27			5.91			
56. Distance from campus as factor in decision to enroll.	6.12			6.15			
57. Information on the campus Web site as factor in decision to enroll.	5.67			5.86			
58. Campus visits as factor in decision to enroll.	4.98			5.43			

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Institutional Summary

Summary Items

Summary Item	North Central State College - SSI	National Community Colleges Form B	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.89	Average: 4.93	-0.04
1=Much worse than expected	0%	1%	
2=Quite a bit worse than I expected	0%	1%	
3=Worse than I expected	5%	6%	
4=About what I expected	39%	33%	
5=Better than I expected	25%	26%	
6=Quite a bit better than I expected	15%	13%	
7=Much better than expected	12%	17%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.49	Average: 5.59	-0.10
1=Not satisfied at all	0%	1%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	6%	5%	
4=Neutral	9%	10%	
5=Somewhat satisfied	19%	14%	
6=Satisfied	45%	42%	
7=Very satisfied	17%	23%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.51	Average: 5.82	-0.31
1=Definitely not	1%	2%	
2=Probably not	6%	3%	
3=Maybe not	6%	3%	
4=I don't know	6%	7%	
5=Maybe yes	12%	9%	
6=Probably yes	38%	30%	
7=Definitely yes	28%	42%	