

Noel-Levitz SSI: MVC Results - Spring 2007 Compared to Spring 2002

| Student Satisfaction Inventory Survey Items | MVC Spring 2007 | | | MVC Spring 2002 | | | Mean Difference Satisfaction | |
|---|-----------------|-------------|------|-----------------|-------------|------|------------------------------|---|
| | Import | Satis / SD | Gap | Import | Satis / SD | Gap | | |
| Items with Significant Increase in Average Satisfaction | | | | | | | | |
| 6. My academic advisor is approachable. | 6.12 | 5.29 / 1.53 | 0.83 | 6.23 | 4.94 / 1.74 | 1.29 | 0.35 | * |
| 12. My academic advisor helps me set goals to work toward. | 6.01 | 4.91 / 1.66 | 1.10 | 6.05 | 4.62 / 1.75 | 1.43 | 0.29 | * |
| 25. My academic advisor is concerned about my success as an individual. (<i>*Opportunity</i>) | 6.05 | 4.91 / 1.64 | 1.14 | 6.20 | 4.62 / 1.83 | 1.58 | 0.29 | * |
| 32. My academic advisor is knowledgeable about my program requirements. (<i>*Opportunity</i>) | 6.16 | 5.07 / 1.59 | 1.09 | 6.29 | 4.82 / 1.74 | 1.47 | 0.25 | * |
| Items with Significant Decrease in Average Satisfaction | | | | | | | | |
| 10. Child care facilities are available on campus. | 4.82 | 4.29 / 1.49 | 0.53 | 5.10 | 4.61 / 1.62 | 0.49 | -0.32 | * |
| 3. The quality of instruction in the vocational/technical programs is excellent. | 5.85 | 5.20 / 1.31 | 0.65 | 6.24 | 5.48 / 1.33 | 0.76 | -0.28 | * |
| 39. The amount of student parking space on campus is adequate. | 6.10 | 5.20 / 1.62 | 0.90 | 6.21 | 5.47 / 1.56 | 0.74 | -0.27 | * |
| 2. Faculty care about me as an individual. | 5.75 | 5.11 / 1.44 | 0.64 | 6.09 | 5.37 / 1.49 | 0.72 | -0.26 | * |
| 4. Security staff are helpful. | 5.65 | 4.84 / 1.48 | 0.81 | 5.94 | 5.10 / 1.40 | 0.84 | -0.26 | * |
| 97. Rate your overall satisfaction with your experience here thus far. (<i>Scale 1-7: not satisfied at all to very satisfied</i>) | | 5.32 | | | 5.56 | | -0.24 | * |
| 98. All in all, if you had it to do over again, would you enroll here? (<i>Scale 1-7: definitely not to definitely yes</i>) | | 5.58 | | | 5.96 | | -0.38 | * |
| MVC Campus Items | | | | | | | | |
| 71. MVC Science labs are adequate for my science courses. | 6.03 | 5.26 / 1.52 | 0.77 | | | | NA | |
| 72. MVC Self-paced classes provide the same quality of education as traditional classes | 5.85 | 5.02 / 1.61 | 0.83 | | | | NA | |
| 73. MVC Online/INTERNET classes provide the same quality of education as traditional classes | 5.78 | 4.91 / 1.57 | 0.87 | | | | NA | |
| 74. MVC Video-based (distance learning) classes provide the same quality of education as traditional classes | 5.56 | 4.80 / 1.55 | 0.76 | | | | NA | |
| 75. MVC's Student Programs and Resources (SPAR) Department provides services that meet my needs. | 5.74 | 5.16 / 1.50 | 0.58 | 5.77 | 5.28 / 1.43 | 0.49 | -0.12 | |
| 76. The MVC Web site is easy to use and a good source for information about the college. (<i>*Strength</i>) | 6.32 | 5.68 / 1.42 | 0.64 | 6.21 | 5.53 / 1.41 | 0.68 | 0.15 | |
| 77. The MVC printed credit schedule is easy to use and a good source for information about the college. (<i>Strength</i>) | 6.28 | 5.72 / 1.27 | 0.56 | | | | NA | |
| 78. The MVC open computer lab (W60) is adequate to meet my computing needs. (<i>Strength</i>) | 6.16 | 5.52 / 1.51 | 0.64 | | | | NA | |
| 79. The MVC Learning skills Center (LSC) provides tutoring that meets my needs. (<i>Strength</i>) | 6.09 | 5.32 / 1.51 | 0.77 | | | | NA | |
| 80. The MVC Bookstore online book ordering process is easy to use and adequately meets my needs. | 5.90 | 5.05 / 1.68 | 0.85 | | | | NA | |

(Strength) = Spring 2007 Strength
 (Opportunity) = Spring 2007 Opportunity
 * Repeat from Spring 2002

* = Significant Mean Difference

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|---|-----------------|--------------------|-----|-----------------|--------------------|-----|------------------------------|
| | Import | Satis / SD | Gap | Import | Satis / SD | Gap | |
| Importance of Factors in Decision to Enroll | | | | | | | |
| 87. Cost as factor in decision to enroll. | 6.42 | | | 6.50 | | | NA |
| 88. Financial aid as factor in decision to enroll. | 5.91 | | | 5.79 | | | NA |
| 89. Academic reputation as factor in decision to enroll. | 5.82 | | | 5.92 | | | NA |
| 90. Size of institution as factor in decision to enroll. | 5.23 | | | 5.23 | | | NA |
| 91. Opportunity to play sports as factor in decision to enroll. | 4.21 | | | 3.96 | | | NA |
| 92. Recommendations from family/friends as factor in decision to enroll. | 5.07 | | | 4.94 | | | NA |
| 93. Geographic setting as factor in decision to enroll. | 5.67 | | | 5.88 | | | NA |
| 94. Campus appearance as factor in decision to enroll. | 5.55 | | | 5.68 | | | NA |
| 95. Personalized attention prior to enrollment as factor in decision to enroll. | 5.49 | | | 5.72 | | | NA |
| Overall Expectations and Satisfaction | | | | | | | |
| 96. So far, how has your college experience met your expectations? <i>(Scale 1-7: much worse to much better than expected)</i> | | 4.78 | | | 4.82 | | -0.04 |
| 97. Rate your overall satisfaction with your experience here thus far. <i>(Scale 1-7: not satisfied at all to very satisfied)</i> | | 5.32 | | | 5.56 | | -0.24 * |
| 98. All in all, if you had it to do over again, would you enroll here? <i>(Scale 1-7: definitely not to definitely yes)</i> | | 5.58 | | | 5.96 | | -0.38 * |
| Responsiveness to Diverse Populations | | | | | | | |
| | | 5.35 / 1.25 | | | 5.51 / 1.25 | | -0.16 |
| 81. Institution's commitment to part-time students? | | 5.54 / 1.38 | | | 5.72 / 1.34 | | -0.18 |
| 82. Institution's commitment to evening students? | | 5.38 / 1.49 | | | 5.57 / 1.44 | | -0.19 |
| 83. Institution's commitment to older, returning learners? | | 5.38 / 1.39 | | | 5.53 / 1.39 | | -0.15 |
| 84. Institution's commitment to under-represented populations? | | 5.25 / 1.42 | | | 5.30 / 1.42 | | -0.05 |
| 85. Institution's commitment to commuters? | | 5.24 / 1.43 | | | 5.37 / 1.45 | | -0.13 |
| 86. Institution's commitment to students with disabilities? | | 5.29 / 1.45 | | | 5.48 / 1.43 | | -0.19 |

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|--|-----------------|--------------------|-------------|-----------------|--------------------|-------------|------------------------------|
| | Import | Satis / SD | Gap | Import | Satis / SD | Gap | |
| Campus Experience Items 1-70 by Composite Scale (related items) | | | | | | | |
| Scale: Academic Advising / Counseling | 6.09 | 5.03 / 1.29 | 1.06 | 6.20 | 4.83 / 1.41 | 1.37 | 0.20 |
| 6. My academic advisor is approachable. | 6.12 | 5.29 / 1.53 | 0.83 | 6.23 | 4.94 / 1.74 | 1.29 | 0.35 * |
| 12. My academic advisor helps me set goals to work toward. | 6.01 | 4.91 / 1.66 | 1.10 | 6.05 | 4.62 / 1.75 | 1.43 | 0.29 * |
| 25. My academic advisor is concerned about my success as an individual. (<i>*Opportunity</i>) | 6.05 | 4.91 / 1.64 | 1.14 | 6.20 | 4.62 / 1.83 | 1.58 | 0.29 * |
| 32. My academic advisor is knowledgeable about my program requirements. (<i>*Opportunity</i>) | 6.16 | 5.07 / 1.59 | 1.09 | 6.29 | 4.82 / 1.74 | 1.47 | 0.25 * |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. (<i>*Opportunity</i>) | 6.17 | 5.03 / 1.55 | 1.14 | 6.26 | 4.83 / 1.80 | 1.43 | 0.20 |
| 48. Counseling staff care about students as individuals. | 5.96 | 4.91 / 1.53 | 1.05 | 6.19 | 4.81 / 1.71 | 1.38 | 0.10 |
| 52. This school does whatever it can to help me reach my educational goals. (<i>Opportunity</i>) | 6.14 | 5.05 / 1.51 | 1.09 | 6.18 | 5.14 / 1.54 | 1.04 | -0.09 |
| Scale: Admissions and Financial Aid | 6.00 | 4.94 / 1.24 | 1.06 | 6.10 | 4.98 / 1.19 | 1.12 | -0.04 |
| 7. Adequate financial aid is available for most students. (<i>Opportunity</i>) | 6.08 | 5.01 / 1.66 | 1.07 | 6.19 | 5.16 / 1.68 | 1.03 | -0.15 |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.00 | 4.77 / 1.69 | 1.23 | 6.03 | 4.67 / 1.70 | 1.36 | 0.10 |
| 20. Financial aid counselors are helpful. (<i>Opportunity</i>) | 6.04 | 4.82 / 1.75 | 1.22 | 6.12 | 4.87 / 1.65 | 1.25 | -0.05 |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 5.79 | 4.84 / 1.51 | 0.95 | 5.81 | 4.88 / 1.50 | 0.93 | -0.04 |
| 41. Admissions staff are knowledgeable. | 6.17 | 5.24 / 1.45 | 0.93 | 6.24 | 5.20 / 1.52 | 1.04 | 0.04 |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 5.93 | 4.94 / 1.56 | 0.99 | 6.19 | 5.03 / 1.57 | 1.16 | -0.09 |
| Scale: Registration Effectiveness | 6.17 | 5.37 / 1.06 | 0.80 | 6.27 | 5.44 / 1.04 | 0.83 | -0.07 |
| 5. The personnel involved in registration are helpful. | 6.14 | 5.25 / 1.52 | 0.89 | 6.29 | 5.11 / 1.65 | 1.18 | 0.14 |
| 8. Classes are scheduled at times that are convenient for me. (<i>*Strength</i>) | 6.46 | 5.56 / 1.55 | 0.90 | 6.56 | 5.46 / 1.60 | 1.10 | 0.10 |
| 15. I am able to register for classes I need with few conflicts. (<i>*Strength</i>) | 6.32 | 5.43 / 1.52 | 0.89 | 6.41 | 5.63 / 1.32 | 0.78 | -0.20 |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. (<i>Strength</i>) | 6.13 | 5.35 / 1.40 | 0.78 | 6.25 | 5.43 / 1.51 | 0.82 | -0.08 |
| 43. Class change (drop/add) policies are reasonable. (<i>*Strength</i>) | 6.14 | 5.44 / 1.41 | 0.70 | 6.20 | 5.64 / 1.27 | 0.56 | -0.20 |
| 51. There are convenient ways of paying my school bill. (<i>Strength</i>) | 6.16 | 5.39 / 1.50 | 0.77 | 6.30 | 5.46 / 1.47 | 0.84 | -0.07 |
| 56. The business office is open during hours which are convenient for most students. | 6.01 | 5.21 / 1.48 | 0.80 | 6.15 | 5.40 / 1.45 | 0.75 | -0.19 |
| 60. Billing policies are reasonable. | 6.07 | 5.29 / 1.44 | 0.78 | 6.08 | 5.39 / 1.38 | 0.69 | -0.10 |
| 62. Bookstore staff are helpful. (<i>Strength</i>) | 6.08 | 5.41 / 1.51 | 0.67 | 6.18 | 5.44 / 1.52 | 0.74 | -0.03 |

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| | Import | Satis / SD | Gap | Import | Satis / SD | Gap | | |
| Scale: Student Centeredness | 5.90 | 5.15 / 1.13 | 0.75 | 6.00 | 5.26 / 1.10 | 0.74 | -0.11 | |
| 1. Most students feel a sense of belonging here. | 5.35 | 5.13 / 1.39 | 0.22 | 5.43 | 5.29 / 1.31 | 0.14 | -0.16 | |
| 16. The college shows concern for students as individuals. | 6.02 | 5.02 / 1.45 | 1.00 | 6.15 | 5.11 / 1.49 | 1.04 | -0.09 | |
| 27. The campus staff are caring and helpful. | 5.99 | 5.12 / 1.43 | 0.87 | 6.09 | 5.17 / 1.36 | 0.92 | -0.05 | |
| 28. It is an enjoyable experience to be a student on this campus. | 6.01 | 5.25 / 1.46 | 0.76 | 6.11 | 5.41 / 1.39 | 0.70 | -0.16 | |
| 36. Students are made to feel welcome on this campus. | 6.09 | 5.30 / 1.37 | 0.79 | 6.17 | 5.48 / 1.36 | 0.69 | -0.18 | |
| 57. Administrators are approachable to students. | 5.93 | 5.07 / 1.49 | 0.86 | 6.09 | 5.08 / 1.53 | 1.01 | -0.01 | |
| Scale: Service Excellence | 5.93 | 5.06 / 1.11 | 0.87 | 6.09 | 5.09 / 1.11 | 1.00 | -0.03 | |
| 5. The personnel involved in registration are helpful. | 6.14 | 5.25 / 1.52 | 0.89 | 6.29 | 5.11 / 1.65 | 1.18 | 0.14 | |
| 22. People on this campus respect and are supportive of each other. | 5.89 | 5.02 / 1.48 | 0.87 | 6.11 | 5.10 / 1.40 | 1.01 | -0.08 | |
| 26. Library staff are helpful and approachable. | 5.95 | 5.12 / 1.56 | 0.83 | 6.10 | 5.14 / 1.54 | 0.96 | -0.02 | |
| 27. The campus staff are caring and helpful. | 5.99 | 5.12 / 1.43 | 0.87 | 6.09 | 5.17 / 1.36 | 0.92 | -0.05 | |
| 44. I generally know what's happening on campus. | 5.55 | 4.80 / 1.49 | 0.75 | 5.74 | 4.88 / 1.47 | 0.86 | -0.08 | |
| 57. Administrators are approachable to students. | 5.93 | 5.07 / 1.49 | 0.86 | 6.09 | 5.08 / 1.53 | 1.01 | -0.01 | |
| 62. Bookstore staff are helpful. <i>(Strength)</i> | 6.08 | 5.41 / 1.51 | 0.67 | 6.18 | 5.44 / 1.52 | 0.74 | -0.03 | |
| 63. I seldom get the "run-around" when seeking information on this campus. | 5.96 | 5.03 / 1.58 | 0.93 | 6.14 | 5.00 / 1.64 | 1.14 | 0.03 | |
| 67. Channels for expressing student complaints are readily available. | 5.84 | 4.71 / 1.60 | 1.13 | 6.05 | 4.80 / 1.63 | 1.25 | -0.09 | |
| Scale: Concern for the Individual | 5.98 | 5.02 / 1.17 | 0.96 | 6.19 | 5.06 / 1.23 | 1.13 | -0.04 | |
| 2. Faculty care about me as an individual. | 5.75 | 5.11 / 1.44 | 0.64 | 6.09 | 5.37 / 1.49 | 0.72 | -0.26 | * |
| 16. The college shows concern for students as individuals. | 6.02 | 5.02 / 1.45 | 1.00 | 6.15 | 5.11 / 1.49 | 1.04 | -0.09 | |
| 25. My academic advisor is concerned about my success as an individual. <i>(*Opportunity)</i> | 6.05 | 4.91 / 1.64 | 1.14 | 6.20 | 4.62 / 1.83 | 1.58 | 0.29 | * |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.12 | 5.15 / 1.46 | 0.97 | 6.30 | 5.33 / 1.45 | 0.97 | -0.18 | |
| 48. Counseling staff care about students as individuals. | 5.96 | 4.91 / 1.53 | 1.05 | 6.19 | 4.81 / 1.71 | 1.38 | 0.10 | |
| Scale: Safety and Security | 6.05 | 5.06 / 1.15 | 0.99 | 6.22 | 5.16 / 1.13 | 1.06 | -0.10 | |
| 4. Security staff are helpful. | 5.65 | 4.84 / 1.48 | 0.81 | 5.94 | 5.10 / 1.40 | 0.84 | -0.26 | * |
| 11. Security staff respond quickly in emergencies. | 5.97 | 4.92 / 1.40 | 1.05 | 6.08 | 4.94 / 1.40 | 1.14 | -0.02 | |
| 24. Parking lots are well-lighted and secure. <i>(*Opportunity)</i> | 6.27 | 4.93 / 1.70 | 1.34 | 6.50 | 4.88 / 1.77 | 1.62 | 0.05 | |
| 31. The campus is safe and secure for all students. <i>(Strength)</i> | 6.28 | 5.36 / 1.41 | 0.92 | 6.37 | 5.38 / 1.39 | 0.99 | -0.02 | |
| 39. The amount of student parking space on campus is adequate. | 6.10 | 5.20 / 1.62 | 0.90 | 6.21 | 5.47 / 1.56 | 0.74 | -0.27 | * |

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| | Import | Satis / SD | Gap | Import | Satis / SD | Gap | |
| Scale: Campus Climate | 5.90 | 5.09 / 1.07 | 0.81 | 6.04 | 5.19 / 1.05 | 0.85 | -0.10 |
| 1. Most students feel a sense of belonging here. | 5.35 | 5.13 / 1.39 | 0.22 | 5.43 | 5.29 / 1.31 | 0.14 | -0.16 |
| 2. Faculty care about me as an individual. | 5.75 | 5.11 / 1.44 | 0.64 | 6.09 | 5.37 / 1.49 | 0.72 | -0.26 * |
| 16. The college shows concern for students as individuals. | 6.02 | 5.02 / 1.45 | 1.00 | 6.15 | 5.11 / 1.49 | 1.04 | -0.09 |
| 22. People on this campus respect and are supportive of each other. | 5.89 | 5.02 / 1.48 | 0.87 | 6.11 | 5.10 / 1.40 | 1.01 | -0.08 |
| 27. The campus staff are caring and helpful. | 5.99 | 5.12 / 1.43 | 0.87 | 6.09 | 5.17 / 1.36 | 0.92 | -0.05 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.01 | 5.25 / 1.46 | 0.76 | 6.11 | 5.41 / 1.39 | 0.70 | -0.16 |
| 31. The campus is safe and secure for all students. | 6.28 | 5.36 / 1.41 | 0.92 | 6.37 | 5.38 / 1.39 | 0.99 | -0.02 |
| 36. Students are made to feel welcome on this campus. | 6.09 | 5.30 / 1.37 | 0.79 | 6.17 | 5.48 / 1.36 | 0.69 | -0.18 |
| 44. I generally know what's happening on campus. | 5.55 | 4.80 / 1.49 | 0.75 | 5.74 | 4.88 / 1.47 | 0.86 | -0.08 |
| 45. This institution has a good reputation within the community. | 5.92 | 5.30 / 1.37 | 0.62 | 6.06 | 5.46 / 1.41 | 0.60 | -0.16 |
| 52. This school does whatever it can to help me reach my educational goals. <i>(Opportunity)</i> | 6.14 | 5.05 / 1.51 | 1.09 | 6.18 | 5.14 / 1.54 | 1.04 | -0.09 |
| 57. Administrators are approachable to students. | 5.93 | 5.07 / 1.49 | 0.86 | 6.09 | 5.08 / 1.53 | 1.01 | -0.01 |
| 59. New student orientation services help students adjust to college. | 5.78 | 5.09 / 1.45 | 0.69 | 5.82 | 5.10 / 1.41 | 0.72 | -0.01 |
| 63. I seldom get the "run-around" when seeking information on this campus. | 5.96 | 5.03 / 1.58 | 0.93 | 6.14 | 5.00 / 1.64 | 1.14 | 0.03 |
| 67. Channels for expressing student complaints are readily available. | 5.84 | 4.71 / 1.60 | 1.13 | 6.05 | 4.80 / 1.63 | 1.25 | -0.09 |
| Scale: Campus Support Services | 5.47 | 4.79 / 1.17 | 0.68 | 5.61 | 4.84 / 1.13 | 0.77 | -0.05 |
| 10. Child care facilities are available on campus. | 4.82 | 4.29 / 1.49 | 0.53 | 5.10 | 4.61 / 1.62 | 0.49 | -0.32 * |
| 17. Personnel in the Veterans' Services program are helpful. | 4.76 | 4.56 / 1.28 | 0.20 | 4.92 | 4.51 / 1.44 | 0.41 | 0.05 |
| 19. This campus provides effective support services for displaced homemakers. | 5.10 | 4.75 / 1.35 | 0.35 | 5.17 | 4.72 / 1.32 | 0.45 | 0.03 |
| 30. The career services office provides students with the help they need to get a job. | 5.81 | 4.78 / 1.45 | 1.03 | 5.97 | 4.87 / 1.53 | 1.10 | -0.09 |
| 38. The student center is a comfortable place for students to spend their leisure time. | 5.69 | 4.95 / 1.49 | 0.74 | 5.81 | 5.01 / 1.65 | 0.80 | -0.06 |
| 47. There are adequate services to help me decide upon a career. | 5.97 | 4.92 / 1.50 | 1.05 | 6.18 | 4.89 / 1.60 | 1.29 | 0.03 |
| 59. New student orientation services help students adjust to college. | 5.78 | 5.09 / 1.45 | 0.69 | 5.82 | 5.10 / 1.41 | 0.72 | -0.01 |

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| | Import | Satis / SD | Gap | Import | Satis / SD | Gap | |
| Scale: Academic Services | 6.09 | 5.27 / 1.08 | 0.82 | 6.20 | 5.30 / 1.13 | 0.90 | -0.03 |
| 14. Library resources and services are adequate. <i>(Strength)</i> | 6.21 | 5.51 / 1.33 | 0.70 | 6.25 | 5.41 / 1.47 | 0.84 | 0.10 |
| 21. There are a sufficient number of study areas on campus. | 6.10 | 5.29 / 1.53 | 0.81 | 6.20 | 5.14 / 1.55 | 1.06 | 0.15 |
| 26. Library staff are helpful and approachable. | 5.95 | 5.12 / 1.56 | 0.83 | 6.10 | 5.14 / 1.54 | 0.96 | -0.02 |
| 34. Computer labs are adequate and accessible. <i>(Strength)</i> | 6.24 | 5.36 / 1.50 | 0.88 | 6.25 | 5.41 / 1.61 | 0.84 | -0.05 |
| 42. The equipment in the lab facilities is kept up to date. <i>(Strength)</i> | 6.13 | 5.31 / 1.39 | 0.82 | 6.30 | 5.43 / 1.45 | 0.87 | -0.12 |
| 50. Tutoring services are readily available. | 6.07 | 5.24 / 1.48 | 0.83 | 6.21 | 5.41 / 1.37 | 0.80 | -0.17 |
| 55. Academic support services adequately meet the needs of students. | 5.96 | 5.06 / 1.40 | 0.90 | 6.08 | 5.14 / 1.47 | 0.94 | -0.08 |
| Scale: Instructional Effectiveness | 6.10 | 5.21 / 1.10 | 0.89 | 6.26 | 5.34 / 1.07 | 0.92 | -0.13 |
| 2. Faculty care about me as an individual. | 5.75 | 5.11 / 1.44 | 0.64 | 6.09 | 5.37 / 1.49 | 0.72 | -0.26 * |
| 3. The quality of instruction in the vocational/technical programs is excellent. | 5.85 | 5.20 / 1.31 | 0.65 | 6.24 | 5.48 / 1.33 | 0.76 | -0.28 * |
| 18. The quality of instruction I receive in most of my classes is excellent. <i>(*Strength)</i> | 6.34 | 5.49 / 1.37 | 0.85 | 6.55 | 5.61 / 1.44 | 0.94 | -0.12 |
| 23. Faculty are understanding of students' unique life circumstances. | 6.02 | 5.08 / 1.50 | 0.94 | 6.25 | 5.17 / 1.54 | 1.08 | -0.09 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.12 | 5.15 / 1.46 | 0.97 | 6.30 | 5.33 / 1.45 | 0.97 | -0.18 |
| 37. Faculty take into consideration student differences as they teach a course. | 6.02 | 5.02 / 1.49 | 1.00 | 6.15 | 5.21 / 1.58 | 0.94 | -0.19 |
| 46. Faculty provide timely feedback about student progress in a course. | 6.10 | 5.15 / 1.45 | 0.95 | 6.17 | 5.30 / 1.43 | 0.87 | -0.15 |
| 54. Faculty are interested in my academic problems. | 5.94 | 5.01 / 1.45 | 0.93 | 6.05 | 5.12 / 1.48 | 0.93 | -0.11 |
| 58. Nearly all of the faculty are knowledgeable in their fields. | 6.22 | 5.42 / 1.40 | 0.80 | 6.31 | 5.52 / 1.39 | 0.79 | -0.10 |
| 61. Faculty are usually available after class and during office hours. | 6.13 | 5.28 / 1.54 | 0.85 | 6.34 | 5.49 / 1.47 | 0.85 | -0.21 |
| 64. Nearly all classes deal with practical experiences and applications. | 5.99 | 5.25 / 1.42 | 0.74 | 6.16 | 5.24 / 1.50 | 0.92 | 0.01 |
| 65. Students are notified early in the term if they are doing poorly in a class. <i>(*Opportunity)</i> | 6.11 | 4.70 / 1.75 | 1.41 | 6.24 | 4.82 / 1.77 | 1.42 | -0.12 |
| 66. Program requirements are clear and reasonable. <i>(Strength)</i> | 6.16 | 5.33 / 1.39 | 0.83 | 6.30 | 5.40 / 1.41 | 0.90 | -0.07 |
| 69. There is a good variety of courses provided on this campus. | 6.28 | 5.44 / 1.47 | 0.84 | 6.38 | 5.60 / 1.42 | 0.78 | -0.16 |
| 70. I am able to experience intellectual growth here. | 6.28 | 5.51 / 1.39 | 0.77 | 6.38 | 5.62 / 1.33 | 0.76 | -0.11 |

(Strength) = Spring 2007 Strength
 (Opportunity) = Spring 2007 Opportunity
 * Repeat from Spring 2002