Student Satisfaction Inventory™ On-Ground

State Fair Community College

Fall 2010

Noel-Levitz®

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Enrollment and Student Success

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State Fair Community College – Fall 2010
Student Satisfaction Inventory

Students:

Our institution is interested in systematically listening to its students. Therefore, your thoughtful and honest responses to this inventory are very important.

You are being asked to share feedback about your college experiences thus far. Your responses will give your campus leadership insights about the aspects of college that are important to you as well as how satisfied you are with them.

Instructions:

- Use a No. 2 pencil only. Please do not use ink or ballpoint pen.
- Erase changes completely and cleanly.
- Completely darken the oval that corresponds to your response.

Special instructions for answering some of the questions.

- **41-50** – You do not have to complete these questions.
- **67.** Please mark the answer which indicates the number of years you have been in college.
- **69.** Current Educational Goal:
    1. Associate Degree (you are pursuing a degree in a vocational/technical field which you plan to transfer to a four-year school-AAS)
    2. Vocational/technical program (You are pursuing a two-year degree program and do not plan to transfer to a 4-year college)
    3. Transfer to another institution (You are pursuing an AA degree)
    4. Certification (initial or renewal) (You are pursuing a one-year certificate in a vocational/technical program – e.g. Auto Mechanics)
    5. Self-improvement/pleasure (You have no current plans to pursue a degree, you are just taking classes for self-improvement other than job-related training)
    6. Job-related training (You are taking classes to improve your skills on your current job, advancement, or to change jobs but are not working toward a degree or certificate)
    7. Other
- **Student ID/SSN – please do not do this section.**
- **77.** Do not complete this section.
- **78. Item requested by your institution** (Please mark the area which describes where you take most of your classes)
    1. SFCC Campus
    2. Clinton
    3. Lake of the Ozarks
    4. WAFB

Please put a circle around the letter that best describes your thoughts about the question.

Social Networking:

1. Do you have a Facebook profile?
   a. Yes b. No
2. If you said yes to having a Facebook profile, how often do you check it?
   a. More than once a day
   b. Once a day
   c. Once a week
   d. Once a month
   e. Other
3. What other social media do you regularly use?
   a. MySpace
   b. YouTube
   c. Twitter
   d. LinkedIn
   e. Other
4. Would you follow SFCC on Facebook?
   a. Yes b. No c. Don't Know
5. If you said yes to following SFCC on Facebook, what information would you like to see?
   a. College news and events
   b. Student activities
   c. Important Deadlines
   d. Other _____

Communication:

1. Would you sign up to receive emergency notifications?
   a. Yes b. No c. Don't Know
2. How often do you read mySTAR announcements?
   a. More than once a day
   b. Daily
   c. Weekly
   d. Once a semester
   e. I don't read them
3. How often do you read mySTAR (student) e-mail?
   a. More than once a day
   b. Daily
   c. Weekly
   d. Once a semester
   e. I don't read them
4. What methods of student communication do you prefer?
   a. mySTAR (student) e-mail
   b. mySTAR announcements
   c. Printed newsletter
   d. Mail sent to my home
   e. Text messages
   f. Social media (i.e. Facebook)
   g. Other

Decision to Attend SFCC:

1. If you received an SFCC scholarship, did receiving that scholarship contribute to your decision to attend SFCC?
   a. Yes b. No
2. What was the primary reason you decided to attend SFCC?
   a. Low tuition cost
   b. Location (close to home)
   c. Availability of financial aid
   d. Received an SFCC scholarship
   e. Had the degree you wanted
   f. Availability of online classes
   g. Friendly/caring faculty and staff

Thank you for taking the time to let us know your needs and preferences.

An Excerpt from the Noel-Levitz Satisfaction-Priorities Surveys Interpretive Guide

What to Share on Campus—an Outline:

Communicating the results from your survey is critical to making changes at your institution. We encourage you to develop your own presentation and summary of the results to help highlight key results. You may want to consider the following outline for developing your own presentation or summary:

- Why your institution is assessing student satisfaction.
- When the survey was conducted; how it was administered; the response rate.
- An overview with percentages of the students included in the results (from the Demographic Report).
- The Scales in order of importance (from the Scale Report). We suggest that you do NOT include any numbers with this list. The importance scores, satisfaction scores, and performance gap scores themselves are not critical; what they tell you about your students' priorities is important. Simply list the scales in descending order of importance.
- Before sharing your strengths and challenges, define how Noel-Levitz defines these categories. A visual of the Matrix for Prioritizing Action is also helpful and is available at the Noel-Levitz Client Resources Web site.
- Lead with your strengths. List the items in descending order of importance, without any number scores, just as they appear in the Strategic Planning Overview.
- Then share the challenges. Again, list them in descending order of importance, without number scores, as they appear in the Strategic Planning Overview.
- Compare your results with the national comparison group. Point out that this is not the focus of your analysis, but it is important to not operate in a vacuum, so you need to know how relatively satisfied your students are. Refer to the Strategic Planning Overview Benchmark Section to list where your students are significantly more satisfied than the national group as well as where they may be significantly less satisfied. Remember that your students may be relatively more satisfied when compared with the national group on an item that still may be a challenge for you, as well as significantly less satisfied on an item that may be a strength for you. Be aware of this, but still use your particular strengths and challenges to determine how you respond to this item at your institution.
- If you have results from multiple years, share these. Identify where satisfaction levels have improved (and identify the specific initiatives that may have contributed to satisfaction level improvements). Also identify where satisfaction levels have declined and add these to your list of items which must be further explored.
- If you have also analyzed target group results, you may want to include some overview of these findings. One caution – be careful to not overwhelm your audience with too much analysis on these subgroups at this time. You may want to give a very top-line overview on these findings, or report that you will share additional finding from these analyses at a later date. In addition, you may want to do follow-up presentations or reports focusing on a particular demographic variable which may be of interest to a certain group on campus. Ideas include:
  - First-year students for your freshman year experience staff;
  - Residential students for your residential hall staff;
  - Ethnicity/race analysis for groups responsible for diversity/multi-cultural affairs; and

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– Analysis by majors or departments for leadership in those areas on campus.

- Be sure to conclude your presentation or report with identified next steps, such as the formation of a committee to further respond to the data, conducting focus groups to gather more information, the establishment of timelines for responding to top issues and plans for future survey administrations. It is important for the campus to be aware of what you plan to do with the data and to have everyone apprised of the next steps.

We encourage you to share the data with the following groups:

- President and campus leadership;
- Board of trustees;
- Deans, directors, and other top administrators;
- Student life personnel;
- Admissions and financial aid personnel;
- Faculty;
- Staff, especially those with face-to-face interaction with students;
- Any department identified as an area of strength or challenge;
- Student government leadership;
- General student population;
- Parents of students;
- Alumni; and
- Local community.

Consider next steps to enhance your use of your data:

– Request a free phone consultation to review and present your data

– Participate in the free January or May Web Report Review Webconference to better understand your data

– Attend the annual July client workshop to learn more and build relationships with other clients

– Invite a retention consultant to your campus to assist you with turning the data into action

For additional assistance and guidance, contact us:

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The Student Satisfaction Inventory

The Student Satisfaction Inventory (SSI) is the original survey instrument in the Noel-Levitz Satisfaction-Priorities Surveys. It is primarily for traditional-aged students in undergraduate programs, although some institutions also administer it to their graduate-level students.

The SSI gives the institution an opportunity to take the pulse of the student body to determine what matters to students and how satisfied the students are. With this information, colleges and universities can target areas most in need of improvement in order to retain students.

The SSI asks students to respond with a level of importance and a level of satisfaction. A performance gap is calculated by subtracting the satisfaction score from the importance score.

Versions of the SSI

The Student Satisfaction Inventory is available in the following versions:

Four-Year College and University Version

- Form A is the original version
- Form B is the shorter version
- Note that national comparisons are available separately for private and public four-year institutions.

Two-year Community, Junior, and Technical College Version

- Form A is the original version
- Form B is the shorter version

Two-year Career and Private School Version

- Form A is the original version
- Form B is the shorter version

Canadian Four-Year College and University Version

- Form A is the original version

Canadian Two-Year CEGEP, Community, and Technical College Version

- Form A is the original version

Item Structure on the SSI

Number of items rated for importance and satisfaction varies by version:

- Four-year Form A: 73 items
- Four-year Form B: 45 items
- Two-year Community College Form A: 70 items
- Two-year Community College Form B: 40 items
- Two-year Career and Private Schools Form A: 70 items
- Two-year Career and Private Schools Form B: 40 items
- Canadian Four-Year Form A: 73 items
- Canadian Two-Year Form A: 70 items

Each of the survey versions include 10 optional items which may be defined by the institution and rated for importance and satisfaction.

The Form A version of the surveys includes six items that assess the institution's commitment to specific student populations. These items are rated for satisfaction only and do not include importance or performance gap scores. These items contribute to the Responsiveness to Diverse Populations Scale.

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Form A includes nine items and Form B includes eight items that assess pre-enrollment factors. These items only ask for an importance rating and do not include satisfaction or performance gap scores.

Three summary items are included on each of the surveys.

The number of demographic item by survey type are as follows:

- Four-year Form A: 13 items
- Four-year Form B: 16 items
- Two-year Community College Form A: 13 items
- Two-year Community College Form B: 15 items
- Two-year Career and Private Schools Form A: 13 items
- Two-year Career and Private Schools Form B: 15 items
- Canadian Four-Year Form A: 11 items
- Canadian Two-Year Form A: 11 items

Each survey version includes one optional demographic item with up to six responses (students may only select one response). Consult your survey administrator for details on the item requested by your institution.

Each survey version includes an optional demographic item to capture the students' major or program with a four-digit numeric code. Again, consult your survey administrator for details on the corresponding major or programs.

The Scales

The items on the SSI have been analyzed statistically and conceptually to form comprehensive scales. Note that some items appear on more than one scale. The number and list of scales for each version is as follows. A description of the scales follows.

Four-year Form A: 12 scales

- Academic Advising Effectiveness
- Campus Climate
- Campus Life
- Campus Support Services
- Concern for the Individual
- Instructional Effectiveness
- Recruitment and Financial Aid Effectiveness
- Registration Effectiveness
- Responsiveness to Diverse Populations
- Safety and Security
- Service Excellence
- Student Centeredness
- Items not on a scale: 35 and 72

Four-year Form B: 9 scales

- Academic Advising Effectiveness
- Campus Climate
- Campus Life
- Campus Support Services
- Instructional Effectiveness
- Recruitment and Financial Aid Effectiveness
- Registration Effectiveness
- Safety and Security
- Student Centeredness

Two-year Community College Form A: 12 scales

- Academic Advising and Counseling Effectiveness
- Academic Services
- Admissions and Financial Aid Effectiveness
- Campus Climate
- Campus Support Services
- Concern for the Individual
- Instructional Effectiveness
- Registration Effectiveness
- Responsiveness to Diverse Populations
- Safety and Security
- Service Excellence
- Student Centeredness
- Items not on a scale: 3, 9, 53, and 68

Two-year Community College Form B: 8 scales

- Academic Advising and Counseling Effectiveness
- Admissions and Financial Aid Effectiveness
- Campus Climate
- Campus Services
- Instructional Effectiveness
- Registration Effectiveness
- Safety and Security
- Student Centeredness

Two-year Career and Private Schools Form A: 12 scales

- Academic Advising and Counseling Effectiveness
- Academic Services
- Admissions and Financial Aid Effectiveness
- Campus Climate
- Campus Support Services
- Concern for the Individual
- Instructional Effectiveness
- Registration Effectiveness
- Responsiveness to Diverse Populations
- Safety and Security
- Service Excellence
- Student Centeredness
- Items not on a scale: 3, 9, 53, and 68

Two-year Career and Private Schools Form B: 8 scales

- Academic Advising and Counseling Effectiveness
- Admissions and Financial Aid Effectiveness
- Campus Climate
- Campus Services
- Instructional Effectiveness
- Registration Effectiveness
- Safety and Security
- Student Centeredness

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Canadian Four-Year Form A: 12 scales

- Academic Advising Effectiveness
- Campus Climate
- Campus Life
- Campus Support Services
- Concern for the Individual
- Instructional Effectiveness
- Recruitment and Financial Aid Effectiveness
- Registration Effectiveness
- Responsiveness to Diverse Populations
- Safety and Security
- Service Excellence
- Student Centeredness
- Items not on a scale: 35 and 72

Canadian Two-Year Form A: 12 scales

- Academic Advising and Counseling Effectiveness
- Academic Services
- Admissions and Financial Aid Effectiveness
- Campus Climate
- Campus Support Services
- Concern for the Individual
- Instructional Effectiveness
- Registration Effectiveness
- Responsiveness to Diverse Populations
- Safety and Security
- Service Excellence
- Student Centeredness
- Items not on a scale: 3, 9, 53, and 68

Description of Scales

Academic Advising (and Counseling) Effectiveness: assesses the comprehensiveness of your academic advising program. Academic advisors (and counselors) are evaluated on the basis of their knowledge, competence, and personal concern for student success, as well as on their approachability.

Academic Services: assesses services students utilize to achieve their academic goals. These services include the library, computer labs, tutoring, and study areas.

Campus Climate: assesses the extent to which your institution provides experiences that promote a sense of campus pride and feelings of belonging. This scale also assess the effectiveness of your institution's channels of communication for students.

Campus Life: assesses the effectiveness of student life programs offered by your institution, covering issues ranging from athletics to residence life. This scale also assesses campus policies and procedures to determine students' perception of their rights and responsibilities.

Campus Services: (similar to Academic Services) assess services students utilize to achieve their academic goals. These services include the library, computer labs, tutoring, and study areas.

Campus Support Services: assess the quality of your support programs and services which students utilize to make their educational experiences more meaningful and productive. This scale covers a variety of areas.

Concern for the Individual: assesses your institution's commitment to treating each student as an individual. Those groups who frequently deal with students on a personal level (e.g., faculty, advisors, etc.) are included in this assessment.

Instructional Effectiveness: assesses your students' academic experience, the curriculum, and the campus's overriding commitment to academic excellence. This comprehensive scale covers areas such as the effectiveness of your faculty in and out of the classroom, content of the courses, and sufficient course offerings.

Recruitment (or Admissions) and Financial Aid Effectiveness: assesses your institution's ability to enroll students in an effective manner. This scale covers issues such as competence and knowledge of admissions counselors, as well as the effectiveness and availability of financial aid programs.

Registration Effectiveness: assesses issues associated with registration and billing. This scale also measures your institution's commitment to making this process as smooth and effective as possible.

Responsiveness to Diverse Populations: assesses your institution's commitment to specific groups of students enrolled at your institution, e.g., under-represented populations; students with disabilities; commuters; part-time students; and older, returning learners.

Safety and Security: assesses your institution's responsiveness to students' personal safety and security on your campus. This scale measures the effectiveness of both security personnel and campus facilities.

Service Excellence: assesses the perceived attitude of your staff, especially front-line staff, toward students. This scale pinpoints the areas of your campus where quality service and personal concern for students are rated most and least favorably.

Student Centeredness: assesses your campus's efforts to convey to students that they are important to your institution. This scale measures the extent to which students feel welcome and valued.

The items which contribute to each scale can be reviewed within your campus report. The HTML electronic report includes the items within the scales on the scale report; when you select the scale name it will expand to show the items. In the paper report, there is a section which provides the scales alphabetically and the list of items within the scale.

Reliability and Validity—Form A

The Student Satisfaction Inventory is a very reliable instrument. Both the two-year and four-year versions of the SSI show exceptionally high internal reliability. Cronbach's coefficient alpha is .97 for the set of importance scores and is .98 for the set of satisfaction scores. It also demonstrates good score reliability over time; the three-week, test-retest reliability coefficient is .85 for importance scores and .84 for satisfaction scores.

There is also evidence to support the validity of the Student Satisfaction Inventory. Convergent validity was assessed by correlating satisfaction scores from the SSI with satisfaction scores from the College Student Satisfaction Questionnaire (CSSQ), another statistically reliable satisfaction instrument. The Pearson correlation between these two instruments ($r = .71$; $p<.00001$) is high enough to indicate that the SSI's satisfaction scores measure the same satisfaction construct as the CSSQ's scores, and yet the correlation is low enough to indicate that there are distinct differences between the two instruments.

Reliability and Validity—Form B

The reliability of the SSI Form B was assessed using Cronbach's Alpha which tests how well a collection of items agree with one another. The commonly accepted rule is that a value above .70 is acceptable as proof of reliability among

items. In the analysis, all values but two are above .70. Even those two are extremely close to .70. In all cases, factor analysis was performed among scale items to determine if there was any multidimensionality. None was detected, further proof that items within each scale are measuring like concepts.

Due to the absence of another instrument to compare to the SSI Form B, validity was measured by checking the correlation between the individual scales and the SSI Form B question regarding overall satisfaction. All correlations were positive and significant at the .01 level, an indication that each of the scales are associated with overall satisfaction.

The Inventory Authors

The Student Satisfaction Inventory was developed by Laurie A. Schreiner, Ph.D., and Stephanie L. Juillerat, Ph.D., with assistance from Noel-Levitz. Dr. Schreiner is Chair of Doctoral Studies in Education, Azusa Pacific University in Azusa, California, and Dr. Juillerat is assistant professor, School of Education, Azusa Pacific University in Azusa, California.

The Student Satisfaction Inventory was piloted in 1993 and became available in 1994. As of 2010, 2,068 institutions and over 3.1 million students have completed the inventory.

Interpreting your results

For guidance on interpreting your results, please refer to the General Interpretive Guide or contact Noel-Levitz for additional assistance.

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State Fair Community College-Paper - 12/2010 **Student Satisfaction Inventory Form B**

Strategic Planning Overview

Strengths and Challenges
Strengths
36. Tuition paid is a worthwhile investment.
20. Students are made to feel welcome here.
13. The campus is safe and secure for all students.
28. This campus provides online access to services I need.
1. The campus staff are caring and helpful.
39. On the whole, the campus is well-maintained.
29. There are convenient ways of paying my school bill.
18. Computer labs are adequate and accessible.
19. Registration processes and procedures are convenient.
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
Challenges
8. The quality of instruction I receive in most of my classes is excellent.
2. Classes are scheduled at times that are convenient for me.
40. There are sufficient courses within my program of study available each term.
25. Faculty provide timely feedback about my academic progress.
23. This institution helps me identify resources to finance my education.
21. The amount of student parking space on campus is adequate.
Benchmarks
Higher Satisfaction vs. National Community Colleges (Form B)
20. Students are made to feel welcome here.
13. The campus is safe and secure for all students.
1. The campus staff are caring and helpful.
5. Financial aid awards are announced in time to be helpful in college planning.
39. On the whole, the campus is well-maintained.
23. This institution helps me identify resources to finance my education.
Lower Satisfaction vs. National Community Colleges (Form B)
8. The quality of instruction I receive in most of my classes is excellent.
28. This campus provides online access to services I need.
Higher Importance vs. National Community Colleges (Form B)
5. Financial aid awards are announced in time to be helpful in college planning.

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Student Satisfaction Inventory Form B

Demographics

Gender

	N	%
Female	304	59.72%
Male	205	40.28%
Total	509	100.00%
No Answer	13	

Age

	N	%
18 and under	81	16.07%
19 to 24	251	49.80%
25 to 34	88	17.46%
35 to 44	43	8.53%
45 and over	41	8.13%
Total	504	100.00%
No Answer	18	

Ethnicity/Race

	N	%
Alaskan Native	0	0.00%
American Indian	4	0.79%
Asian	5	0.99%
Black/African-American	18	3.56%
Hispanic or Latino (and Puerto Rican)	17	3.37%
Native Hawaiian or Pacific Islander	1	0.20%
White/Caucasian	441	87.33%
Multi-racial	11	2.18%
Other race	8	1.58%
Total	505	100.00%
No Answer	17	

Current Enrollment Status

	N	%
Day	376	75.35%
Evening	121	24.25%
Weekend	2	0.40%
Total	499	100.00%
No Answer	23	

Current Class Load

	N	%
Full-time	440	86.27%
Part-time	70	13.73%
Total	510	100.00%
No Answer	12	

Class Level

	N	%
1 year or less	300	57.69%
2 years	140	26.92%
3 years	62	11.92%
4 or more years	18	3.46%
Total	520	100.00%
No Answer	2	

Employment

	N	%
Full-time off campus	120	23.62%
Part-time off campus	193	37.99%
Full-time on campus	13	2.56%
Part-time on campus	14	2.76%
Not employed	168	33.07%
Total	508	100.00%
No Answer	14	

Current Residence

	N	%
Residence hall	26	5.08%
Own house	158	30.86%
Rent room or apt off campus	107	20.90%
Parent's home	189	36.91%
Other residence	32	6.25%
Total	512	100.00%
No Answer	10	

Residence Classification

	N	%
In-state	490	96.27%
Out-of-state	14	2.75%
International (not U.S. citizen)	5	0.98%
Total	509	100.00%
No Answer	13	

Institution Was My

	N	%
1st choice	354	69.41%
2nd choice	118	23.14%
3rd choice or lower	38	7.45%
Total	510	100.00%
No Answer	12	

Plan to Transfer

	N	%
Yes I plan to transfer	338	66.40%
No I do not plan to transfer	171	33.60%
Total	509	100.00%
No Answer	13	

Organization Memberships

	N	%
No organization memberships	407	80.28%
One or two organization memberships	94	18.54%
Three or four organization memberships	5	0.99%
Five or more organization memberships	1	0.20%
Total	507	100.00%
No Answer	15	

Tuition Source

	N	%

No Answer	2

Current GPA

	N	%
No credits earned	92	19.29%
1.99 or below	10	2.10%
2.0 - 2.49	26	5.45%
2.5 - 2.99	105	22.01%
3.0 - 3.49	150	31.45%
3.5 or above	94	19.71%
Total	477	100.00%
No Answer	45	

Educational Goal

	N	%
Associate degree	251	48.55%
Vocational/technical program	82	15.86%
Transfer to another institution	152	29.40%
Certification (initial/renewal)	6	1.16%
Self-improvement/pleasure	3	0.58%
Job-related training	5	0.97%
Other educational goal	18	3.48%
Total	517	100.00%
No Answer	5	

	N	%
Scholarships	54	10.87%
Financial aid	349	70.22%
Family contributions	25	5.03%
Self support	35	7.04%
Other tuition source	34	6.84%
Total	497	100.00%
No Answer	25	

Institution Question

	N	%
Campus item - Answer 1	343	77.78%
Campus item - Answer 2	35	7.94%
Campus item - Answer 3	32	7.26%
Campus item - Answer 4	31	7.03%
Campus item - Answer 5	0	0.00%
Campus item - Answer 6	0	0.00%
Total	441	100.00%
No Answer	81	

Group Code

	N	%
0004	1	50.00%
3377	1	50.00%
Total	2	100.00%
No Answer	520	

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Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper			National Community Colleges (Form B)			
Item	**Import**	**Satis / SD**	**Gap**	**Import**	**Satis / SD**	**Gap**	**Mean Difference**
1. The campus staff are caring and helpful.	6.43	5.84 / 1.20	0.59	6.35	5.60 / 1.36	0.75	0.24 ***
2. Classes are scheduled at times that are convenient for me.	6.63	5.54 / 1.39	1.09	6.56	5.53 / 1.43	1.03	0.01
3. My academic advisor is available when I need help.	6.13	5.31 / 1.62	0.82	6.20	5.31 / 1.60	0.89	0.00
4. Security staff respond quickly to calls for assistance.	5.77	4.88 / 1.38	0.89	6.04	5.14 / 1.46	0.90	-0.26 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.43	5.45 / 1.43	0.98	6.21	5.12 / 1.66	1.09	0.33 ***
6. Library resources and services are adequate.	6.03	5.53 / 1.43	0.50	6.13	5.67 / 1.33	0.46	-0.14 *
7. Admissions staff provide personalized attention prior to enrollment.	6.09	5.50 / 1.35	0.59	6.11	5.26 / 1.55	0.85	0.24 ***
8. The quality of instruction I receive in most of my classes is excellent.	6.66	5.58 / 1.36	1.08	6.61	5.71 / 1.34	0.90	-0.13 *
9. I am able to register for the classes I need with few conflicts.	6.54	5.51 / 1.44	1.03	6.54	5.47 / 1.53	1.07	0.04
10. Parking lots are well-lighted and secure.	6.06	5.24 / 1.73	0.82	6.17	5.31 / 1.56	0.86	-0.07
11. Counseling services are available if I need them.	5.80	5.32 / 1.39	0.48	5.98	5.35 / 1.44	0.63	-0.03
12. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.65 / 1.42	0.78	6.43	5.58 / 1.46	0.85	0.07
13. The campus is safe and secure for all students.	6.44	5.97 / 1.15	0.47	6.49	5.75 / 1.30	0.74	0.22 ***
14. My academic advisor is knowledgeable about my program requirements.	6.43	5.50 / 1.52	0.93	6.46	5.50 / 1.58	0.96	0.00
15. Financial aid counseling is available if I need it.	6.33	5.60 / 1.37	0.73	6.25	5.35 / 1.56	0.90	0.25 ***
16. My advisor helps me apply my program of study to career goals.	6.28	5.24 / 1.67	1.04	6.29	5.26 / 1.66	1.03	-0.02
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.02	5.28 / 1.37	0.74	6.06	5.16 / 1.51	0.90	0.12
18. Computer labs are adequate and accessible.	6.39	5.82 / 1.35	0.57	6.33	5.74 / 1.42	0.59	0.08
19. Registration processes and procedures are convenient.	6.39	5.71 / 1.25	0.68	6.44	5.59 / 1.47	0.85	0.12
20. Students are made to feel welcome here.	6.48	6.09 / 1.13	0.39	6.40	5.78 / 1.36	0.62	0.31 ***
21. The amount of student parking space on campus is adequate.	6.37	4.43 / 1.92	1.94	6.34	4.34 / 2.04	2.00	0.09
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.28	5.22 / 1.50	1.06	6.28	5.16 / 1.62	1.12	0.06
23. This institution helps me identify resources to finance my education.	6.38	5.30 / 1.50	1.08	6.29	5.09 / 1.66	1.20	0.21 **
24. The equipment in the lab facilities is kept up to date.	6.29	5.59 / 1.38	0.70	6.33	5.54 / 1.45	0.79	0.05
25. Faculty provide timely feedback about my academic progress.	6.45	5.29 / 1.46	1.16	6.42	5.41 / 1.48	1.01	-0.12
26. There are adequate services to help me decide upon a career.	6.22	5.43 / 1.38	0.79	6.24	5.33 / 1.46	0.91	0.10
27. Tutoring services are readily available.	6.10	5.58 / 1.43	0.52	6.15	5.55 / 1.44	0.60	0.03
28. This campus provides online access to services I need.	6.44	5.67 / 1.41	0.77	6.38	5.85 / 1.30	0.53	-0.18 **
29. There are convenient ways of paying my school bill.	6.40	5.69 / 1.42	0.71	6.35	5.72 / 1.42	0.63	-0.03
30. The assessment and course placement procedures are reasonable.	6.15	5.46 / 1.34	0.69	6.20	5.46 / 1.41	0.74	0.00
31. Faculty use a variety of technology and media in the classroom.	6.05	5.59 / 1.28	0.46	6.05	5.62 / 1.33	0.43	-0.03

32. I am able to take care of college-related business at times that are convenient for me.	6.42	5.62 / 1.31	0.80	6.36	5.50 / 1.44	0.86	0.12
33. Administrators are available to hear students' concerns.	6.21	5.38 / 1.45	0.83	6.24	5.20 / 1.59	1.04	0.18 *
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.34	5.67 / 1.34	0.67	6.37	5.75 / 1.37	0.62	-0.08
35. I receive ongoing feedback about progress toward my academic goals.	6.18	4.95 / 1.57	1.23	6.27	5.06 / 1.64	1.21	-0.11
36. Tuition paid is a worthwhile investment.	6.52	5.76 / 1.37	0.76	6.50	5.72 / 1.42	0.78	0.04
37. I seldom get the "run-around" when seeking information on this campus.	6.33	5.24 / 1.59	1.09	6.30	5.05 / 1.74	1.25	0.19 *
38. Most classes deal with practical experiences and applications.	6.26	5.52 / 1.26	0.74	6.30	5.61 / 1.29	0.69	-0.09
39. On the whole, the campus is well-maintained.	6.42	6.04 / 1.14	0.38	6.32	5.83 / 1.30	0.49	0.21 ***
40. There are sufficient courses within my program of study available each term.	6.54	5.32 / 1.55	1.22	6.50	5.39 / 1.57	1.11	-0.07
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							
51. Cost as factor in decision to enroll.	6.54			6.45			
52. Financial assistance as factor in decision to enroll.	6.45			6.16			
53. Academic reputation as factor in decision to enroll.	5.82			6.05			
54. Future career opportunities as factor in decision to enroll.	6.29			6.37			
55. Personal recommendations as factor in decision to enroll.	5.62			5.82			
56. Distance from campus as factor in decision to enroll.	6.14			6.14			
57. Information on the campus Web site as factor in decision to enroll.	5.56			5.78			
58. Campus visits as factor in decision to enroll.	5.15			5.36			

National Group Means are based on 52040 records

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State Fair Community College-Paper - 12/2010

Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper			National Community Colleges (Form B)			
Scale	**Import**	**Satis / SD**	**Gap**	**Import**	**Satis / SD**	**Gap**	**Mean Difference**
Student Centeredness	6.36	5.65 / 1.07	0.71	6.33	5.42 / 1.24	0.91	0.23 ***
1. The campus staff are caring and helpful.	6.43	5.84 / 1.20	0.59	6.35	5.60 / 1.36	0.75	0.24 ***
20. Students are made to feel welcome here.	6.48	6.09 / 1.13	0.39	6.40	5.78 / 1.36	0.62	0.31 ***
33. Administrators are available to hear students' concerns.	6.21	5.38 / 1.45	0.83	6.24	5.20 / 1.59	1.04	0.18 *
37. I seldom get the "run-around" when seeking information on this campus.	6.33	5.24 / 1.59	1.09	6.30	5.05 / 1.74	1.25	0.19 *
Instructional Effectiveness	6.39	5.52 / 0.99	0.87	6.38	5.58 / 1.05	0.80	-0.06
8. The quality of instruction I receive in most of my classes is excellent.	6.66	5.58 / 1.36	1.08	6.61	5.71 / 1.34	0.90	-0.13 *
12. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.65 / 1.42	0.78	6.43	5.58 / 1.46	0.85	0.07
25. Faculty provide timely feedback about my academic progress.	6.45	5.29 / 1.46	1.16	6.42	5.41 / 1.48	1.01	-0.12
31. Faculty use a variety of technology and media in the classroom.	6.05	5.59 / 1.28	0.46	6.05	5.62 / 1.33	0.43	-0.03
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.34	5.67 / 1.34	0.67	6.37	5.75 / 1.37	0.62	-0.08
38. Most classes deal with practical experiences and applications.	6.26	5.52 / 1.26	0.74	6.30	5.61 / 1.29	0.69	-0.09
40. There are sufficient courses within my program of study available each term.	6.54	5.32 / 1.55	1.22	6.50	5.39 / 1.57	1.11	-0.07
Safety and Security	6.17	5.14 / 1.16	1.03	6.27	5.14 / 1.24	1.13	0.00
4. Security staff respond quickly to calls for assistance.	5.77	4.88 / 1.38	0.89	6.04	5.14 / 1.46	0.90	-0.26 ***
10. Parking lots are well-lighted and secure.	6.06	5.24 / 1.73	0.82	6.17	5.31 / 1.56	0.86	-0.07
13. The campus is safe and secure for all students.	6.44	5.97 / 1.15	0.47	6.49	5.75 / 1.30	0.74	0.22 ***
21. The amount of student parking space on campus is adequate.	6.37	4.43 / 1.92	1.94	6.34	4.34 / 2.04	2.00	0.09
Academic Advising Effectiveness	6.26	5.24 / 1.31	1.02	6.30	5.26 / 1.35	1.04	-0.02
3. My academic advisor is available when I need help.	6.13	5.31 / 1.62	0.82	6.20	5.31 / 1.60	0.89	0.00
14. My academic advisor is knowledgeable about my program requirements.	6.43	5.50 / 1.52	0.93	6.46	5.50 / 1.58	0.96	0.00
16. My advisor helps me apply my program of study to career goals.	6.28	5.24 / 1.67	1.04	6.29	5.26 / 1.66	1.03	-0.02
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.28	5.22 / 1.50	1.06	6.28	5.16 / 1.62	1.12	0.06
35. I receive ongoing feedback about progress toward my academic goals.	6.18	4.95 / 1.57	1.23	6.27	5.06 / 1.64	1.21	-0.11
Admissions and Financial Aid Effectiveness	6.25	5.43 / 1.09	0.82	6.18	5.20 / 1.30	0.98	0.23 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.43	5.45 / 1.43	0.98	6.21	5.12 / 1.66	1.09	0.33 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.09	5.50 / 1.35	0.59	6.11	5.26 / 1.55	0.85	0.24 ***
15. Financial aid counseling is available if I need it.	6.33	5.60 / 1.37	0.73	6.25	5.35 / 1.56	0.90	0.25 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.02	5.28 / 1.37	0.74	6.06	5.16 / 1.51	0.90	0.12
23. This institution helps me identify resources to finance my education.	6.38	5.30 / 1.50	1.08	6.29	5.09 / 1.66	1.20	0.21 **
Campus Services	6.18	5.55 / 0.96	0.63	6.22	5.57 / 1.03	0.65	-0.02

6. Library resources and services are adequate.	6.03	5.53 / 1.43	0.50	6.13	5.67 / 1.33	0.46	-0.14 *
11. Counseling services are available if I need them.	5.80	5.32 / 1.39	0.48	5.98	5.35 / 1.44	0.63	-0.03
18. Computer labs are adequate and accessible.	6.39	5.82 / 1.35	0.57	6.33	5.74 / 1.42	0.59	0.08
24. The equipment in the lab facilities is kept up to date.	6.29	5.59 / 1.38	0.70	6.33	5.54 / 1.45	0.79	0.05
26. There are adequate services to help me decide upon a career.	6.22	5.43 / 1.38	0.79	6.24	5.33 / 1.46	0.91	0.10
27. Tutoring services are readily available.	6.10	5.58 / 1.43	0.52	6.15	5.55 / 1.44	0.60	0.03
28. This campus provides online access to services I need.	6.44	5.67 / 1.41	0.77	6.38	5.85 / 1.30	0.53	-0.18 **
30. The assessment and course placement procedures are reasonable.	6.15	5.46 / 1.34	0.69	6.20	5.46 / 1.41	0.74	0.00
▼Registration Effectiveness	6.48	5.61 / 0.98	0.87	6.45	5.56 / 1.10	0.89	0.05
2. Classes are scheduled at times that are convenient for me.	6.63	5.54 / 1.39	1.09	6.56	5.53 / 1.43	1.03	0.01
9. I am able to register for the classes I need with few conflicts.	6.54	5.51 / 1.44	1.03	6.54	5.47 / 1.53	1.07	0.04
19. Registration processes and procedures are convenient.	6.39	5.71 / 1.25	0.68	6.44	5.59 / 1.47	0.85	0.12
29. There are convenient ways of paying my school bill.	6.40	5.69 / 1.42	0.71	6.35	5.72 / 1.42	0.63	-0.03
32. I am able to take care of college-related business at times that are convenient for me.	6.42	5.62 / 1.31	0.80	6.36	5.50 / 1.44	0.86	0.12
▼Campus Climate	6.41	5.77 / 0.95	0.64	6.37	5.57 / 1.09	0.80	0.20 ***
1. The campus staff are caring and helpful.	6.43	5.84 / 1.20	0.59	6.35	5.60 / 1.36	0.75	0.24 ***
13. The campus is safe and secure for all students.	6.44	5.97 / 1.15	0.47	6.49	5.75 / 1.30	0.74	0.22 ***
20. Students are made to feel welcome here.	6.48	6.09 / 1.13	0.39	6.40	5.78 / 1.36	0.62	0.31 ***
33. Administrators are available to hear students' concerns.	6.21	5.38 / 1.45	0.83	6.24	5.20 / 1.59	1.04	0.18 *
36. Tuition paid is a worthwhile investment.	6.52	5.76 / 1.37	0.76	6.50	5.72 / 1.42	0.78	0.04
37. I seldom get the "run-around" when seeking information on this campus.	6.33	5.24 / 1.59	1.09	6.30	5.05 / 1.74	1.25	0.19 *
39. On the whole, the campus is well-maintained.	6.42	6.04 / 1.14	0.38	6.32	5.83 / 1.30	0.49	0.21 ***

National Group Means are based on 52040 records

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State Fair Community College-Paper - 12/2010 Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper	National Community Colleges (Form B)	
Summary			**Mean Difference**
So far, how has your college experience met your expectations?	4.63	4.80	-0.17 **
1=Much worse than expected	1%	1%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	7%	7%	
4=About what I expected	43%	37%	
5=Better than I expected	24%	24%	
6=Quite a bit better than I expected	10%	12%	
7=Much better than expected	11%	15%	
Rate your overall satisfaction with your experience here thus far.	5.38	5.48	-0.10
1=Not satisfied at all	1%	1%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	5%	5%	
4=Neutral	11%	11%	
5=Somewhat satisfied	18%	17%	
6=Satisfied	45%	42%	
7=Very satisfied	14%	20%	
All in all, if you had to do it over, would you enroll here again?	5.58	5.76	-0.18 **
1=Definitely not	3%	2%	
2=Probably not	3%	3%	
3=Maybe not	4%	3%	
4=I don't know	9%	8%	
5=Maybe yes	11%	10%	
6=Probably yes	34%	32%	
7=Definitely yes	33%	39%	

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State Fair Community College-Paper - Year to Year Report - 12/2010

Student Satisfaction Inventory Form B

Strategic Planning Overview

Strengths and Challenges
Strengths
36. Tuition paid is a worthwhile investment.
20. Students are made to feel welcome here.
13. The campus is safe and secure for all students.
28. This campus provides online access to services I need.
1. The campus staff are caring and helpful.
39. On the whole, the campus is well-maintained.
29. There are convenient ways of paying my school bill.
18. Computer labs are adequate and accessible.
19. Registration processes and procedures are convenient.
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
Challenges
8. The quality of instruction I receive in most of my classes is excellent.
2. Classes are scheduled at times that are convenient for me.
40. There are sufficient courses within my program of study available each term.
25. Faculty provide timely feedback about my academic progress.
23. This institution helps me identify resources to finance my education.
21. The amount of student parking space on campus is adequate.
Trends
Higher Satisfaction vs. Fall 2008
32. I am able to take care of college-related business at times that are convenient for me.
29. There are convenient ways of paying my school bill.
18. Computer labs are adequate and accessible.
Lower Satisfaction vs. Fall 2008
28. This campus provides online access to services I need.
21. The amount of student parking space on campus is adequate.
Higher Importance vs. Fall 2008
29. There are convenient ways of paying my school bill.
21. The amount of student parking space on campus is adequate.

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State Fair Community College-Paper - Year to Year Report - 12/2010

Student Satisfaction Inventory Form B

Fall 2008 Demographics

Gender	N	%
Female	276	60.53%
Male	180	39.47%
Total	456	100.00%
No Answer	15	

Age	N	%
18 and under	94	20.43%
19 to 24	247	53.70%
25 to 34	68	14.78%
35 to 44	33	7.17%
45 and over	18	3.91%
Total	460	100.00%
No Answer	11	

Ethnicity/Race	N	%
Alaskan Native	0	0.00%
American Indian	1	0.22%
Asian	6	1.30%
Black/African-American	20	4.34%
Hispanic or Latino (and Puerto Rican)	6	1.30%
Native Hawaiian or Pacific Islander	3	0.65%
White/Caucasian	405	87.85%
Multi-racial	14	3.04%
Other race	6	1.30%
Total	461	100.00%
No Answer	10	

Current Enrollment Status	N	%
Day	368	81.42%
Evening	84	18.58%
Weekend	0	0.00%
Total	452	100.00%
No Answer	19	

Current Class Load	N	%
Full-time	368	80.00%
Part-time	92	20.00%
Total	460	100.00%
No Answer	11	

Class Level	N	%
1 year or less	274	58.67%
2 years	121	25.91%
3 years	46	9.85%
4 or more years	26	5.57%
Total	467	100.00%
No Answer	4	

Employment	N	%
Full-time off campus	144	31.65%
Part-time off campus	171	37.58%
Full-time on campus	15	3.30%
Part-time on campus	15	3.30%
Not employed	110	24.18%
Total	455	100.00%
No Answer	16	

Current Residence	N	%
Residence hall	34	7.56%
Own house	123	27.33%
Rent room or apt off campus	114	25.33%
Parent's home	157	34.89%
Other residence	22	4.89%
Total	450	100.00%
No Answer	21	

Residence Classification	N	%
In-state	436	97.32%
Out-of-state	11	2.46%
International (not U.S. citizen)	1	0.22%
Total	448	100.00%
No Answer	23	

Institution Was My	N	%
1st choice	312	69.80%
2nd choice	96	21.48%
3rd choice or lower	39	8.72%
Total	447	100.00%
No Answer	24	

Plan to Transfer	N	%
Yes I plan to transfer	299	66.59%
No I do not plan to transfer	150	33.41%
Total	449	100.00%
No Answer	22	

Organization Memberships	N	%
No organization memberships	364	81.07%
One or two organization memberships	78	17.37%
Three or four organization memberships	5	1.11%
Five or more organization memberships	2	0.45%
Total	449	100.00%
No Answer	22	

Tuition Source	N	%

No Answer	4

Current GPA

	N	%
No credits earned	71	16.32%
1.99 or below	18	4.14%
2.0 - 2.49	52	11.95%
2.5 - 2.99	109	25.06%
3.0 - 3.49	109	25.06%
3.5 or above	76	17.47%
Total	435	100.00%
No Answer	36	

Educational Goal

	N	%
Associate degree	217	46.67%
Vocational/technical program	76	16.34%
Transfer to another institution	142	30.54%
Certification (initial/renewal)	9	1.94%
Self-improvement/pleasure	2	0.43%
Job-related training	3	0.65%
Other educational goal	16	3.44%
Total	465	100.00%
No Answer	6	

	N	%
Scholarships	65	15.01%
Financial aid	252	58.20%
Family contributions	29	6.70%
Self support	49	11.32%
Other tuition source	38	8.78%
Total	433	100.00%
No Answer	38	

Institution Question

	N	%
Campus item - Answer 1	361	83.95%
Campus item - Answer 2	0	0.00%
Campus item - Answer 3	49	11.40%
Campus item - Answer 4	20	4.65%
Campus item - Answer 5	0	0.00%
Campus item - Answer 6	0	0.00%
Total	430	100.00%
No Answer	41	

Group Code

	N	%
0002	1	100.00%
Total	1	100.00%
No Answer	470	

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State Fair Community College-Paper - Year to Year Report - 12/2010

Student Satisfaction Inventory Form B

Fall 2010 Demographics

Gender	N	%
Female	304	59.72%
Male	205	40.28%
Total	509	100.00%
No Answer	13	

Age	N	%
18 and under	81	16.07%
19 to 24	251	49.80%
25 to 34	88	17.46%
35 to 44	43	8.53%
45 and over	41	8.13%
Total	504	100.00%
No Answer	18	

Ethnicity/Race	N	%
Alaskan Native	0	0.00%
American Indian	4	0.79%
Asian	5	0.99%
Black/African-American	18	3.56%
Hispanic or Latino (and Puerto Rican)	17	3.37%
Native Hawaiian or Pacific Islander	1	0.20%
White/Caucasian	441	87.33%
Multi-racial	11	2.18%
Other race	8	1.58%
Total	505	100.00%
No Answer	17	

Current Enrollment Status	N	%
Day	376	75.35%
Evening	121	24.25%
Weekend	2	0.40%
Total	499	100.00%
No Answer	23	

Current Class Load	N	%
Full-time	440	86.27%
Part-time	70	13.73%
Total	510	100.00%
No Answer	12	

Class Level	N	%
1 year or less	300	57.69%

Employment	N	%
Full-time off campus	120	23.62%
Part-time off campus	193	37.99%
Full-time on campus	13	2.56%
Part-time on campus	14	2.76%
Not employed	168	33.07%
Total	508	100.00%
No Answer	14	

Current Residence	N	%
Residence hall	26	5.08%
Own house	158	30.86%
Rent room or apt off campus	107	20.90%
Parent's home	189	36.91%
Other residence	32	6.25%
Total	512	100.00%
No Answer	10	

Residence Classification	N	%
In-state	490	96.27%
Out-of-state	14	2.75%
International (not U.S. citizen)	5	0.98%
Total	509	100.00%
No Answer	13	

Institution Was My	N	%
1st choice	354	69.41%
2nd choice	118	23.14%
3rd choice or lower	38	7.45%
Total	510	100.00%
No Answer	12	

Plan to Transfer	N	%
Yes I plan to transfer	338	66.40%
No I do not plan to transfer	171	33.60%
Total	509	100.00%
No Answer	13	

Organization Memberships	N	%
No organization memberships	407	80.28%
One or two organization memberships	94	18.54%
Three or four organization memberships	5	0.99%

2 years	140	26.92%
3 years	62	11.92%
4 or more years	18	3.46%
Total	520	100.00%
No Answer	2	

Current GPA

	N	%
No credits earned	92	19.29%
1.99 or below	10	2.10%
2.0 - 2.49	26	5.45%
2.5 - 2.99	105	22.01%
3.0 - 3.49	150	31.45%
3.5 or above	94	19.71%
Total	477	100.00%
No Answer	45	

Educational Goal

	N	%
Associate degree	251	48.55%
Vocational/technical program	82	15.86%
Transfer to another institution	152	29.40%
Certification (initial/renewal)	6	1.16%
Self-improvement/pleasure	3	0.58%
Job-related training	5	0.97%
Other educational goal	18	3.48%
Total	517	100.00%
No Answer	5	

Five or more organization memberships	1	0.20%
Total	507	100.00%
No Answer	15	

Tuition Source

	N	%
Scholarships	54	10.87%
Financial aid	349	70.22%
Family contributions	25	5.03%
Self support	35	7.04%
Other tuition source	34	6.84%
Total	497	100.00%
No Answer	25	

Institution Question

	N	%
Campus item - Answer 1	343	77.78%
Campus item - Answer 2	35	7.94%
Campus item - Answer 3	32	7.26%
Campus item - Answer 4	31	7.03%
Campus item - Answer 5	0	0.00%
Campus item - Answer 6	0	0.00%
Total	441	100.00%
No Answer	81	

Group Code

	N	%
0004	1	50.00%
3377	1	50.00%
Total	2	100.00%
No Answer	520	

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State Fair Community College-Paper - Year to Year Report - 12/2010

Student Satisfaction Inventory Form B

Institutional Summary

Item	Fall 2010 Import	Fall 2010 Satis / SD	Fall 2010 Gap	Fall 2008 Import	Fall 2008 Satis / SD	Fall 2008 Gap	Mean Difference
1. The campus staff are caring and helpful.	6.43	5.84 / 1.20	0.59	6.37	5.85 / 1.14	0.52	-0.01
2. Classes are scheduled at times that are convenient for me.	6.63	5.54 / 1.39	1.09	6.61	5.48 / 1.35	1.13	0.06
3. My academic advisor is available when I need help.	6.13	5.31 / 1.62	0.82	6.18	5.41 / 1.54	0.77	-0.10
4. Security staff respond quickly to calls for assistance.	5.77	4.88 / 1.38	0.89	5.83	4.93 / 1.36	0.90	-0.05
5. Financial aid awards are announced in time to be helpful in college planning.	6.43	5.45 / 1.43	0.98	6.29	5.37 / 1.53	0.92	0.08
6. Library resources and services are adequate.	6.03	5.53 / 1.43	0.50	6.14	5.53 / 1.44	0.61	0.00
7. Admissions staff provide personalized attention prior to enrollment.	6.09	5.50 / 1.35	0.59	6.08	5.45 / 1.36	0.63	0.05
8. The quality of instruction I receive in most of my classes is excellent.	6.66	5.58 / 1.36	1.08	6.59	5.67 / 1.26	0.92	-0.09
9. I am able to register for the classes I need with few conflicts.	6.54	5.51 / 1.44	1.03	6.58	5.44 / 1.43	1.14	0.07
10. Parking lots are well-lighted and secure.	6.06	5.24 / 1.73	0.82	5.97	5.46 / 1.45	0.51	-0.22 *
11. Counseling services are available if I need them.	5.80	5.32 / 1.39	0.48	5.65	5.30 / 1.28	0.35	0.02
12. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.65 / 1.42	0.78	6.37	5.60 / 1.35	0.77	0.05
13. The campus is safe and secure for all students.	6.44	5.97 / 1.15	0.47	6.43	5.94 / 1.15	0.49	0.03
14. My academic advisor is knowledgeable about my program requirements.	6.43	5.50 / 1.52	0.93	6.48	5.65 / 1.43	0.83	-0.15
15. Financial aid counseling is available if I need it.	6.33	5.60 / 1.37	0.73	6.22	5.59 / 1.40	0.63	0.01
16. My advisor helps me apply my program of study to career goals.	6.28	5.24 / 1.67	1.04	6.26	5.33 / 1.59	0.93	-0.09
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.02	5.28 / 1.37	0.74	5.80	5.13 / 1.43	0.67	0.15
18. Computer labs are adequate and accessible.	6.39	5.82 / 1.35	0.57	6.33	5.64 / 1.46	0.69	0.18 *
19. Registration processes and procedures are convenient.	6.39	5.71 / 1.25	0.68	6.34	5.71 / 1.23	0.63	0.00
20. Students are made to feel welcome here.	6.48	6.09 / 1.13	0.39	6.42	6.02 / 1.14	0.40	0.07
21. The amount of student parking space on campus is adequate.	6.37	4.43 / 1.92	1.94	6.21	5.01 / 1.75	1.20	-0.58 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.28	5.22 / 1.50	1.06	6.22	5.30 / 1.50	0.92	-0.08
23. This institution helps me identify resources to finance my education.	6.38	5.30 / 1.50	1.08	6.24	5.22 / 1.56	1.02	0.08
24. The equipment in the lab facilities is kept up to date.	6.29	5.59 / 1.38	0.70	6.18	5.69 / 1.34	0.49	-0.10
25. Faculty provide timely feedback about my academic progress.	6.45	5.29 / 1.46	1.16	6.35	5.42 / 1.45	0.93	-0.13
26. There are adequate services to help me decide upon a career.	6.22	5.43 / 1.38	0.79	6.19	5.34 / 1.46	0.85	0.09
27. Tutoring services are readily available.	6.10	5.58 / 1.43	0.52	5.92	5.44 / 1.50	0.48	0.14
28. This campus provides online access to services I need.	6.44	5.67 / 1.41	0.77	6.39	5.91 / 1.25	0.48	-0.24 **

29. There are convenient ways of paying my school bill.	6.40	5.69 / 1.42	0.71	6.20	5.49 / 1.45	0.71	0.20 *
30. The assessment and course placement procedures are reasonable.	6.15	5.46 / 1.34	0.69	6.11	5.46 / 1.28	0.65	0.00
31. Faculty use a variety of technology and media in the classroom.	6.05	5.59 / 1.28	0.46	5.96	5.64 / 1.28	0.32	-0.05
32. I am able to take care of college-related business at times that are convenient for me.	6.42	5.62 / 1.31	0.80	6.36	5.40 / 1.48	0.96	0.22 *
33. Administrators are available to hear students' concerns.	6.21	5.38 / 1.45	0.83	6.17	5.35 / 1.41	0.82	0.03
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.34	5.67 / 1.34	0.67	6.33	5.88 / 1.22	0.45	-0.21 *
35. I receive ongoing feedback about progress toward my academic goals.	6.18	4.95 / 1.57	1.23	6.18	4.94 / 1.60	1.24	0.01
36. Tuition paid is a worthwhile investment.	6.52	5.76 / 1.37	0.76	6.46	5.64 / 1.36	0.82	0.12
37. I seldom get the "run-around" when seeking information on this campus.	6.33	5.24 / 1.59	1.09	6.26	5.27 / 1.56	0.99	-0.03
38. Most classes deal with practical experiences and applications.	6.26	5.52 / 1.26	0.74	6.15	5.55 / 1.27	0.60	-0.03
39. On the whole, the campus is well-maintained.	6.42	6.04 / 1.14	0.38	6.31	6.12 / 1.04	0.19	-0.08
40. There are sufficient courses within my program of study available each term.	6.54	5.32 / 1.55	1.22	6.53	5.42 / 1.50	1.11	-0.10
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							
51. Cost as factor in decision to enroll.	6.54			6.34			
52. Financial assistance as factor in decision to enroll.	6.45			6.27			
53. Academic reputation as factor in decision to enroll.	5.82			5.75			
54. Future career opportunities as factor in decision to enroll.	6.29			6.21			
55. Personal recommendations as factor in decision to enroll.	5.62			5.72			
56. Distance from campus as factor in decision to enroll.	6.14			6.12			
57. Information on the campus Web site as factor in decision to enroll.	5.56			5.41			
58. Campus visits as factor in decision to enroll.	5.15			5.03			

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State Fair Community College-Paper - Year to Year Report - 12/2010

Student Satisfaction Inventory Form B

Institutional Summary

Scale	Fall 2010 Import	Fall 2010 Satis / SD	Fall 2010 Gap	Fall 2008 Import	Fall 2008 Satis / SD	Fall 2008 Gap	Mean Difference
Student Centeredness	6.36	5.65 / 1.07	0.71	6.31	5.63 / 1.03	0.68	0.02
1. The campus staff are caring and helpful.	6.43	5.84 / 1.20	0.59	6.37	5.85 / 1.14	0.52	-0.01
20. Students are made to feel welcome here.	6.48	6.09 / 1.13	0.39	6.42	6.02 / 1.14	0.40	0.07
33. Administrators are available to hear students' concerns.	6.21	5.38 / 1.45	0.83	6.17	5.35 / 1.41	0.82	0.03
37. I seldom get the "run-around" when seeking information on this campus.	6.33	5.24 / 1.59	1.09	6.26	5.27 / 1.56	0.99	-0.03
Instructional Effectiveness	6.39	5.52 / 0.99	0.87	6.32	5.59 / 0.95	0.73	-0.07
8. The quality of instruction I receive in most of my classes is excellent.	6.66	5.58 / 1.36	1.08	6.59	5.67 / 1.26	0.92	-0.09
12. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.65 / 1.42	0.78	6.37	5.60 / 1.35	0.77	0.05
25. Faculty provide timely feedback about my academic progress.	6.45	5.29 / 1.46	1.16	6.35	5.42 / 1.45	0.93	-0.13
31. Faculty use a variety of technology and media in the classroom.	6.05	5.59 / 1.28	0.46	5.96	5.64 / 1.28	0.32	-0.05
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.34	5.67 / 1.34	0.67	6.33	5.88 / 1.22	0.45	-0.21 *
38. Most classes deal with practical experiences and applications.	6.26	5.52 / 1.26	0.74	6.15	5.55 / 1.27	0.60	-0.03
40. There are sufficient courses within my program of study available each term.	6.54	5.32 / 1.55	1.22	6.53	5.42 / 1.50	1.11	-0.10
Safety and Security	6.17	5.14 / 1.16	1.03	6.12	5.36 / 1.07	0.76	-0.22 **
4. Security staff respond quickly to calls for assistance.	5.77	4.88 / 1.38	0.89	5.83	4.93 / 1.36	0.90	-0.05
10. Parking lots are well-lighted and secure.	6.06	5.24 / 1.73	0.82	5.97	5.46 / 1.45	0.51	-0.22 *
13. The campus is safe and secure for all students.	6.44	5.97 / 1.15	0.47	6.43	5.94 / 1.15	0.49	0.03
21. The amount of student parking space on campus is adequate.	6.37	4.43 / 1.92	1.94	6.21	5.01 / 1.75	1.20	-0.58 ***
Academic Advising Effectiveness	6.26	5.24 / 1.31	1.02	6.27	5.32 / 1.23	0.95	-0.08
3. My academic advisor is available when I need help.	6.13	5.31 / 1.62	0.82	6.18	5.41 / 1.54	0.77	-0.10
14. My academic advisor is knowledgeable about my program requirements.	6.43	5.50 / 1.52	0.93	6.48	5.65 / 1.43	0.83	-0.15
16. My advisor helps me apply my program of study to career goals.	6.28	5.24 / 1.67	1.04	6.26	5.33 / 1.59	0.93	-0.09
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.28	5.22 / 1.50	1.06	6.22	5.30 / 1.50	0.92	-0.08
35. I receive ongoing feedback about progress toward my academic goals.	6.18	4.95 / 1.57	1.23	6.18	4.94 / 1.60	1.24	0.01
Admissions and Financial Aid Effectiveness	6.25	5.43 / 1.09	0.82	6.13	5.35 / 1.14	0.78	0.08
5. Financial aid awards are announced in time to be helpful in college planning.	6.43	5.45 / 1.43	0.98	6.29	5.37 / 1.53	0.92	0.08
7. Admissions staff provide personalized attention prior to enrollment.	6.09	5.50 / 1.35	0.59	6.08	5.45 / 1.36	0.63	0.05
15. Financial aid counseling is available if I need it.	6.33	5.60 / 1.37	0.73	6.22	5.59 / 1.40	0.63	0.01

17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.02	5.28 / 1.37	0.74	5.80	5.13 / 1.43	0.67	0.15
23. This institution helps me identify resources to finance my education.	6.38	5.30 / 1.50	1.08	6.24	5.22 / 1.56	1.02	0.08
Campus Services	6.18	5.55 / 0.96	0.63	6.12	5.54 / 0.97	0.58	0.01
6. Library resources and services are adequate.	6.03	5.53 / 1.43	0.50	6.14	5.53 / 1.44	0.61	0.00
11. Counseling services are available if I need them.	5.80	5.32 / 1.39	0.48	5.65	5.30 / 1.28	0.35	0.02
18. Computer labs are adequate and accessible.	6.39	5.82 / 1.35	0.57	6.33	5.64 / 1.46	0.69	0.18 *
24. The equipment in the lab facilities is kept up to date.	6.29	5.59 / 1.38	0.70	6.18	5.69 / 1.34	0.49	-0.10
26. There are adequate services to help me decide upon a career.	6.22	5.43 / 1.38	0.79	6.19	5.34 / 1.46	0.85	0.09
27. Tutoring services are readily available.	6.10	5.58 / 1.43	0.52	5.92	5.44 / 1.50	0.48	0.14
28. This campus provides online access to services I need.	6.44	5.67 / 1.41	0.77	6.39	5.91 / 1.25	0.48	-0.24 **
30. The assessment and course placement procedures are reasonable.	6.15	5.46 / 1.34	0.69	6.11	5.46 / 1.28	0.65	0.00
Registration Effectiveness	6.48	5.61 / 0.98	0.87	6.42	5.50 / 1.01	0.92	0.11
2. Classes are scheduled at times that are convenient for me.	6.63	5.54 / 1.39	1.09	6.61	5.48 / 1.35	1.13	0.06
9. I am able to register for the classes I need with few conflicts.	6.54	5.51 / 1.44	1.03	6.58	5.44 / 1.43	1.14	0.07
19. Registration processes and procedures are convenient.	6.39	5.71 / 1.25	0.68	6.34	5.71 / 1.23	0.63	0.00
29. There are convenient ways of paying my school bill.	6.40	5.69 / 1.42	0.71	6.20	5.49 / 1.45	0.71	0.20 *
32. I am able to take care of college-related business at times that are convenient for me.	6.42	5.62 / 1.31	0.80	6.36	5.40 / 1.48	0.96	0.22 *
Campus Climate	6.41	5.77 / 0.95	0.64	6.35	5.75 / 0.90	0.60	0.02
1. The campus staff are caring and helpful.	6.43	5.84 / 1.20	0.59	6.37	5.85 / 1.14	0.52	-0.01
13. The campus is safe and secure for all students.	6.44	5.97 / 1.15	0.47	6.43	5.94 / 1.15	0.49	0.03
20. Students are made to feel welcome here.	6.48	6.09 / 1.13	0.39	6.42	6.02 / 1.14	0.40	0.07
33. Administrators are available to hear students' concerns.	6.21	5.38 / 1.45	0.83	6.17	5.35 / 1.41	0.82	0.03
36. Tuition paid is a worthwhile investment.	6.52	5.76 / 1.37	0.76	6.46	5.64 / 1.36	0.82	0.12
37. I seldom get the "run-around" when seeking information on this campus.	6.33	5.24 / 1.59	1.09	6.26	5.27 / 1.56	0.99	-0.03
39. On the whole, the campus is well-maintained.	6.42	6.04 / 1.14	0.38	6.31	6.12 / 1.04	0.19	-0.08

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State Fair Community College-Paper - Year to Year Report - 12/2010

Student Satisfaction Inventory Form B

Institutional Summary

Summary	Fall 2010	Fall 2008	Mean Difference
So far, how has your college experience met your expectations?	4.63	4.63	0.00
1=Much worse than expected	1%	0%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	7%	8%	
4=About what I expected	43%	40%	
5=Better than I expected	24%	28%	
6=Quite a bit better than I expected	10%	11%	
7=Much better than expected	11%	8%	
Rate your overall satisfaction with your experience here thus far.	5.38	5.42	-0.04
1=Not satisfied at all	1%	0%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	5%	6%	
4=Neutral	11%	11%	
5=Somewhat satisfied	18%	19%	
6=Satisfied	45%	46%	
7=Very satisfied	14%	13%	
All in all, if you had to do it over, would you enroll here again?	5.58	5.66	-0.08
1=Definitely not	3%	1%	
2=Probably not	3%	4%	
3=Maybe not	4%	3%	
4=I don't know	9%	11%	
5=Maybe yes	11%	9%	
6=Probably yes	34%	38%	
7=Definitely yes	33%	32%	

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State Fair CC-Paper - Target Report 1 - Enroll Status - 12/2010

Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper			National Community Colleges (Form B)			Day			Evening		
Item	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.46	5.81	0.65	6.33	5.88	0.45
2. Classes scheduled at convenient times.	6.63	5.54	1.09	6.56	5.53	1.03	6.64	5.58	1.06	6.56	5.45	1.11
3. Advisor available when I need help.	6.13	5.31	0.82	6.20	5.31	0.89	6.20	5.29	0.91	5.93	5.38	0.55
4. Security staff respond quicky.	5.77	4.88	0.89	6.04	5.14	0.90	5.80	4.85	0.95	5.68	4.96	0.72
5. Financial aid awards announced in time.	6.43	5.45	0.98	6.21	5.12	1.09	6.46	5.44	1.02	6.30	5.44	0.86
6. Library resources and services are adequate.	6.03	5.53	0.50	6.13	5.67	0.46	6.03	5.54	0.49	5.91	5.45	0.46
7. Admissions staff / personalized attention.	6.09	5.50	0.59	6.11	5.26	0.85	6.09	5.47	0.62	6.02	5.54	0.48
8. Quality of instruction in classes excellent.	6.66	5.58	1.08	6.61	5.71	0.90	6.66	5.51	1.15	6.68	5.73	0.95
9. Able register for classes with few conflicts.	6.54	5.51	1.03	6.54	5.47	1.07	6.56	5.47	1.09	6.52	5.57	0.95
10. Parking lots are well-lighted and secure.	6.06	5.24	0.82	6.17	5.31	0.86	6.06	5.38	0.68	5.97	4.94	1.03
11. Counseling available if needed.	5.80	5.32	0.48	5.98	5.35	0.63	5.76	5.29	0.47	5.87	5.31	0.56
12. Faculty fair/unbiased in treatment students.	6.43	5.65	0.78	6.43	5.58	0.85	6.47	5.58	0.89	6.29	5.85	0.44
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.45	5.99	0.46	6.35	5.91	0.44
14. Acad. advisor knowledgeable of requirements.	6.43	5.50	0.93	6.46	5.50	0.96	6.48	5.54	0.94	6.20	5.40	0.80
15. Financial aid counseling available if I need	6.33	5.60	0.73	6.25	5.35	0.90	6.35	5.68	0.67	6.26	5.38	0.88
16. Receive help to apply program of study to car	6.28	5.24	1.04	6.29	5.26	1.03	6.35	5.25	1.10	6.02	5.25	0.77
17. Admiss. counselors accurately portray program	6.02	5.28	0.74	6.06	5.16	0.90	6.10	5.28	0.82	5.71	5.23	0.48
18. Computer labs are adequate and accessible.	6.39	5.82	0.57	6.33	5.74	0.59	6.43	5.86	0.57	6.20	5.66	0.54
19. Registration processes/procedures convenient.	6.39	5.71	0.68	6.44	5.59	0.85	6.41	5.71	0.70	6.27	5.71	0.56
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.50	6.09	0.41	6.40	6.07	0.33
21. Student parking space on campus is adequate.	6.37	4.43	1.94	6.34	4.34	2.00	6.42	4.40	2.02	6.14	4.56	1.58
22. Acad. adv. knowledge - transfer requirements.	6.28	5.22	1.06	6.28	5.16	1.12	6.34	5.20	1.14	6.04	5.37	0.67
23. Resources to finance education.	6.38	5.30	1.08	6.29	5.09	1.20	6.41	5.30	1.11	6.29	5.32	0.97
24. Equip. in lab facilities	6.29	5.59	0.70	6.33	5.54	0.79	6.34	5.58	0.76	6.14	5.65	0.49

is kept up to date.												
25. Faculty provide feedback/academic progress.	6.45	5.29	1.16	6.42	5.41	1.01	6.49	5.31	1.18	6.31	5.20	1.11
26. Adequate services to help decide career.	6.22	5.43	0.79	6.24	5.33	0.91	6.23	5.45	0.78	6.12	5.43	0.69
27. Tutoring services are readily available.	6.10	5.58	0.52	6.15	5.55	0.60	6.16	5.63	0.53	5.80	5.39	0.41
28. Campus provides online access/services.	6.44	5.67	0.77	6.38	5.85	0.53	6.47	5.67	0.80	6.28	5.71	0.57
29. Convenient ways of paying school bill.	6.40	5.69	0.71	6.35	5.72	0.63	6.38	5.69	0.69	6.42	5.73	0.69
30. Assess/course placement proced. reasonable.	6.15	5.46	0.69	6.20	5.46	0.74	6.19	5.46	0.73	6.05	5.57	0.48
31. Faculty use technology/media.	6.05	5.59	0.46	6.05	5.62	0.43	6.08	5.61	0.47	5.89	5.66	0.23
32. College-related business/convenient times.	6.42	5.62	0.80	6.36	5.50	0.86	6.45	5.67	0.78	6.32	5.48	0.84
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.24	5.39	0.85	6.09	5.44	0.65
34. Faculty available outside of class.	6.34	5.67	0.67	6.37	5.75	0.62	6.38	5.71	0.67	6.18	5.58	0.60
35. Feedback re: progress/academic goals.	6.18	4.95	1.23	6.27	5.06	1.21	6.23	4.96	1.27	6.03	4.93	1.10
36. Tuition paid is a worthwhile investment.	6.52	5.76	0.76	6.50	5.72	0.78	6.57	5.73	0.84	6.41	5.81	0.60
37. Seldom get "run-around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.34	5.17	1.17	6.28	5.43	0.85
38. Classes - practical experiences/applicable.	6.26	5.52	0.74	6.30	5.61	0.69	6.28	5.50	0.78	6.15	5.59	0.56
39. The campus is well-maintained.	6.42	6.04	0.38	6.32	5.83	0.49	6.45	6.09	0.36	6.27	5.98	0.29
40. Sufficient courses available w/in my program.	6.54	5.32	1.22	6.50	5.39	1.11	6.57	5.36	1.21	6.45	5.24	1.21
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												
51. Factor to enroll: Cost	6.54			6.45			6.59			6.39		
52. Factor to enroll: Financial assistance	6.45			6.16			6.44			6.44		
53. Factor to enroll: Academic reputation	5.82			6.05			5.83			5.74		
54. Factor to enroll: Future career opportunities	6.29			6.37			6.32			6.21		
55. Factor to enroll: Personal recommend.	5.62			5.82			5.62			5.57		
56. Factor to enroll: Distance from campus	6.14			6.14			6.15			6.06		
57. Factor to enroll: Info	5.56			5.78			5.59			5.41		

on Website												
58. Factor to enroll: Campus visits	5.15			5.36			5.20			4.94		

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State Fair CC-Paper - Target Report 1 - Enroll Status - 12/2010

Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper			National Community Colleges (Form B)			Day			Evening		
Scale	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**
Student Centeredness	6.36	5.65	0.71	6.33	5.42	0.91	6.39	5.62	0.77	6.28	5.72	0.56
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.46	5.81	0.65	6.33	5.88	0.45
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.50	6.09	0.41	6.40	6.07	0.33
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.24	5.39	0.85	6.09	5.44	0.65
37. Seldom get "run-around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.34	5.17	1.17	6.28	5.43	0.85
Instructional Effectiveness	6.39	5.52	0.87	6.38	5.58	0.80	6.42	5.51	0.91	6.28	5.55	0.73
8. Quality of instruction in classes excellent.	6.66	5.58	1.08	6.61	5.71	0.90	6.66	5.51	1.15	6.68	5.73	0.95
12. Faculty fair/unbiased in treatment students.	6.43	5.65	0.78	6.43	5.58	0.85	6.47	5.58	0.89	6.29	5.85	0.44
25. Faculty provide feedback/academic progress.	6.45	5.29	1.16	6.42	5.41	1.01	6.49	5.31	1.18	6.31	5.20	1.11
31. Faculty use technology/media.	6.05	5.59	0.46	6.05	5.62	0.43	6.08	5.61	0.47	5.89	5.66	0.23
34. Faculty available outside of class.	6.34	5.67	0.67	6.37	5.75	0.62	6.38	5.71	0.67	6.18	5.58	0.60
38. Classes - practical experiences/applicable.	6.26	5.52	0.74	6.30	5.61	0.69	6.28	5.50	0.78	6.15	5.59	0.56
40. Sufficient courses available w/in my program.	6.54	5.32	1.22	6.50	5.39	1.11	6.57	5.36	1.21	6.45	5.24	1.21
Safety and Security	6.17	5.14	1.03	6.27	5.14	1.13	6.20	5.17	1.03	6.05	5.10	0.95
4. Security staff respond quicky.	5.77	4.88	0.89	6.04	5.14	0.90	5.80	4.85	0.95	5.68	4.96	0.72
10. Parking lots are well-lighted and secure.	6.06	5.24	0.82	6.17	5.31	0.86	6.06	5.38	0.68	5.97	4.94	1.03
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.45	5.99	0.46	6.35	5.91	0.44
21. Student parking space on campus is adequate.	6.37	4.43	1.94	6.34	4.34	2.00	6.42	4.40	2.02	6.14	4.56	1.58
Academic Advising Effectiveness	6.26	5.24	1.02	6.30	5.26	1.04	6.32	5.25	1.07	6.04	5.26	0.78
3. Advisor available when I need help.	6.13	5.31	0.82	6.20	5.31	0.89	6.20	5.29	0.91	5.93	5.38	0.55
14. Acad. advisor knowledgeable of requirements.	6.43	5.50	0.93	6.46	5.50	0.96	6.48	5.54	0.94	6.20	5.40	0.80
16. Receive help to apply program of study to car	6.28	5.24	1.04	6.29	5.26	1.03	6.35	5.25	1.10	6.02	5.25	0.77
22. Acad. adv. knowledge - transfer requirements.	6.28	5.22	1.06	6.28	5.16	1.12	6.34	5.20	1.14	6.04	5.37	0.67
35. Feedback re: progress/academic	6.18	4.95	1.23	6.27	5.06	1.21	6.23	4.96	1.27	6.03	4.93	1.10

goals.												
Admissions and Financial Aid Effectiveness	6.25	5.43	0.82	6.18	5.20	0.98	6.28	5.44	0.84	6.12	5.39	0.73
5. Financial aid awards announced in time.	6.43	5.45	0.98	6.21	5.12	1.09	6.46	5.44	1.02	6.30	5.44	0.86
7. Admissions staff / personalized attention.	6.09	5.50	0.59	6.11	5.26	0.85	6.09	5.47	0.62	6.02	5.54	0.48
15. Financial aid counseling available if I need	6.33	5.60	0.73	6.25	5.35	0.90	6.35	5.68	0.67	6.26	5.38	0.88
17. Admiss. counselors accurately portray program	6.02	5.28	0.74	6.06	5.16	0.90	6.10	5.28	0.82	5.71	5.23	0.48
23. Resources to finance education.	6.38	5.30	1.08	6.29	5.09	1.20	6.41	5.30	1.11	6.29	5.32	0.97
Campus Services	6.18	5.55	0.63	6.22	5.57	0.65	6.21	5.57	0.64	6.05	5.53	0.52
6. Library resources and services are adequate.	6.03	5.53	0.50	6.13	5.67	0.46	6.03	5.54	0.49	5.91	5.45	0.46
11. Counseling available if needed.	5.80	5.32	0.48	5.98	5.35	0.63	5.76	5.29	0.47	5.87	5.31	0.56
18. Computer labs are adequate and accessible.	6.39	5.82	0.57	6.33	5.74	0.59	6.43	5.86	0.57	6.20	5.66	0.54
24. Equip. in lab facilities is kept up to date.	6.29	5.59	0.70	6.33	5.54	0.79	6.34	5.58	0.76	6.14	5.65	0.49
26. Adequate services to help decide career.	6.22	5.43	0.79	6.24	5.33	0.91	6.23	5.45	0.78	6.12	5.43	0.69
27. Tutoring services are readily available.	6.10	5.58	0.52	6.15	5.55	0.60	6.16	5.63	0.53	5.80	5.39	0.41
28. Campus provides online access/services.	6.44	5.67	0.77	6.38	5.85	0.53	6.47	5.67	0.80	6.28	5.71	0.57
30. Assess/course placement proced. reasonable.	6.15	5.46	0.69	6.20	5.46	0.74	6.19	5.46	0.73	6.05	5.57	0.48
Registration Effectiveness	6.48	5.61	0.87	6.45	5.56	0.89	6.49	5.62	0.87	6.42	5.59	0.83
2. Classes scheduled at convenient times.	6.63	5.54	1.09	6.56	5.53	1.03	6.64	5.58	1.06	6.56	5.45	1.11
9. Able register for classes with few conflicts.	6.54	5.51	1.03	6.54	5.47	1.07	6.56	5.47	1.09	6.52	5.57	0.95
19. Registration processes/procedures convenient.	6.39	5.71	0.68	6.44	5.59	0.85	6.41	5.71	0.70	6.27	5.71	0.56
29. Convenient ways of paying school bill.	6.40	5.69	0.71	6.35	5.72	0.63	6.38	5.69	0.69	6.42	5.73	0.69
32. College-related business/convenient times.	6.42	5.62	0.80	6.36	5.50	0.86	6.45	5.67	0.78	6.32	5.48	0.84
Campus Climate	6.41	5.77	0.64	6.37	5.57	0.80	6.43	5.76	0.67	6.30	5.80	0.50
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.46	5.81	0.65	6.33	5.88	0.45
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.45	5.99	0.46	6.35	5.91	0.44
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.50	6.09	0.41	6.40	6.07	0.33
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.24	5.39	0.85	6.09	5.44	0.65
36. Tuition paid is a worthwhile investment.	6.52	5.76	0.76	6.50	5.72	0.78	6.57	5.73	0.84	6.41	5.81	0.60
37. Seldom get "run-around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.34	5.17	1.17	6.28	5.43	0.85

39. The campus is well-maintained.	6.42	6.04	0.38	6.32	5.83	0.49	6.45	6.09	0.36	6.27	5.98	0.29

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State Fair CC-Paper - Target Report 1 - Enroll Status - 12/2010

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Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper	National Community Colleges (Form B)	Day	Evening
Summary				
So far, how has your college experience met your expectations?	4.63	4.80	4.62	4.68
1=Much worse than expected	1%	1%	1%	0%
2=Quite a bit worse than I expected	1%	1%	1%	2%
3=Worse than I expected	7%	7%	8%	6%
4=About what I expected	43%	37%	44%	41%
5=Better than I expected	24%	24%	22%	30%
6=Quite a bit better than I expected	10%	12%	10%	8%
7=Much better than expected	11%	15%	11%	10%
Rate your overall satisfaction with your experience here thus far.	5.38	5.48	5.34	5.47
1=Not satisfied at all	1%	1%	1%	0%
2=Not very satisfied	2%	2%	3%	0%
3=Somewhat dissatisfied	5%	5%	5%	6%
4=Neutral	11%	11%	11%	10%
5=Somewhat satisfied	18%	17%	17%	21%
6=Satisfied	45%	42%	45%	47%
7=Very satisfied	14%	20%	14%	13%
All in all, if you had to do it over, would you enroll here again?	5.58	5.76	5.52	5.76
1=Definitely not	3%	2%	4%	0%
2=Probably not	3%	3%	4%	0%
3=Maybe not	4%	3%	4%	3%
4=I don't know	9%	8%	8%	12%
5=Maybe yes	11%	10%	11%	14%
6=Probably yes	34%	32%	34%	35%
7=Definitely yes	33%	39%	33%	32%

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State Fair CC-Paper - Target Report 2 - Class Load - 12/2010

Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper			National Community Colleges (Form B)			Full-time			Part-time		
Item	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.45	5.80	0.65	6.34	6.00	0.34
2. Classes scheduled at convenient times.	6.63	5.54	1.09	6.56	5.53	1.03	6.65	5.54	1.11	6.46	5.55	0.91
3. Advisor available when I need help.	6.13	5.31	0.82	6.20	5.31	0.89	6.19	5.31	0.88	5.86	5.43	0.43
4. Security staff respond quicky.	5.77	4.88	0.89	6.04	5.14	0.90	5.78	4.90	0.88	5.85	4.87	0.98
5. Financial aid awards announced in time.	6.43	5.45	0.98	6.21	5.12	1.09	6.46	5.45	1.01	6.22	5.29	0.93
6. Library resources and services are adequate.	6.03	5.53	0.50	6.13	5.67	0.46	6.02	5.51	0.51	5.98	5.49	0.49
7. Admissions staff / personalized attention.	6.09	5.50	0.59	6.11	5.26	0.85	6.10	5.50	0.60	5.95	5.51	0.44
8. Quality of instruction in classes excellent.	6.66	5.58	1.08	6.61	5.71	0.90	6.66	5.56	1.10	6.56	5.59	0.97
9. Able register for classes with few conflicts.	6.54	5.51	1.03	6.54	5.47	1.07	6.56	5.46	1.10	6.38	5.78	0.60
10. Parking lots are well-lighted and secure.	6.06	5.24	0.82	6.17	5.31	0.86	6.01	5.22	0.79	6.31	5.57	0.74
11. Counseling available if needed.	5.80	5.32	0.48	5.98	5.35	0.63	5.80	5.29	0.51	5.80	5.46	0.34
12. Faculty fair/unbiased in treatment students.	6.43	5.65	0.78	6.43	5.58	0.85	6.43	5.61	0.82	6.37	5.88	0.49
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.42	5.97	0.45	6.46	5.96	0.50
14. Acad. advisor knowledgeable of requirements.	6.43	5.50	0.93	6.46	5.50	0.96	6.47	5.52	0.95	6.18	5.41	0.77
15. Financial aid counseling available if I need	6.33	5.60	0.73	6.25	5.35	0.90	6.34	5.62	0.72	6.15	5.39	0.76
16. Receive help to apply program of study to car	6.28	5.24	1.04	6.29	5.26	1.03	6.33	5.26	1.07	5.98	5.11	0.87
17. Admiss. counselors accurately portray program	6.02	5.28	0.74	6.06	5.16	0.90	6.05	5.28	0.77	5.78	5.34	0.44
18. Computer labs are adequate and accessible.	6.39	5.82	0.57	6.33	5.74	0.59	6.43	5.84	0.59	6.11	5.71	0.40
19. Registration processes/procedures convenient.	6.39	5.71	0.68	6.44	5.59	0.85	6.40	5.69	0.71	6.23	5.79	0.44
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.48	6.06	0.42	6.45	6.28	0.17
21. Student parking space on campus is adequate.	6.37	4.43	1.94	6.34	4.34	2.00	6.40	4.34	2.06	6.22	4.96	1.26
22. Acad. adv. knowledge - transfer requirements.	6.28	5.22	1.06	6.28	5.16	1.12	6.30	5.22	1.08	6.13	5.22	0.91
23. Resources to finance education.	6.38	5.30	1.08	6.29	5.09	1.20	6.40	5.27	1.13	6.28	5.47	0.81
24. Equip. in lab facilities	6.29	5.59	0.70	6.33	5.54	0.79	6.36	5.59	0.77	5.85	5.56	0.29

is kept up to date.												
25. Faculty provide feedback/academic progress.	6.45	5.29	1.16	6.42	5.41	1.01	6.48	5.25	1.23	6.20	5.45	0.75
26. Adequate services to help decide career.	6.22	5.43	0.79	6.24	5.33	0.91	6.25	5.44	0.81	5.94	5.38	0.56
27. Tutoring services are readily available.	6.10	5.58	0.52	6.15	5.55	0.60	6.11	5.58	0.53	5.85	5.42	0.43
28. Campus provides online access/services.	6.44	5.67	0.77	6.38	5.85	0.53	6.47	5.66	0.81	6.20	5.69	0.51
29. Convenient ways of paying school bill.	6.40	5.69	0.71	6.35	5.72	0.63	6.40	5.69	0.71	6.34	5.62	0.72
30. Assess/course placement proced. reasonable.	6.15	5.46	0.69	6.20	5.46	0.74	6.16	5.44	0.72	6.08	5.55	0.53
31. Faculty use technology/media.	6.05	5.59	0.46	6.05	5.62	0.43	6.08	5.59	0.49	5.78	5.61	0.17
32. College-related business/convenient times.	6.42	5.62	0.80	6.36	5.50	0.86	6.45	5.60	0.85	6.23	5.64	0.59
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.23	5.35	0.88	6.05	5.63	0.42
34. Faculty available outside of class.	6.34	5.67	0.67	6.37	5.75	0.62	6.37	5.63	0.74	6.11	5.84	0.27
35. Feedback re: progress/academic goals.	6.18	4.95	1.23	6.27	5.06	1.21	6.24	4.95	1.29	5.82	4.99	0.83
36. Tuition paid is a worthwhile investment.	6.52	5.76	0.76	6.50	5.72	0.78	6.54	5.72	0.82	6.31	5.89	0.42
37. Seldom get "run-around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.34	5.17	1.17	6.20	5.59	0.61
38. Classes - practical experiences/applicable.	6.26	5.52	0.74	6.30	5.61	0.69	6.27	5.47	0.80	6.18	5.75	0.43
39. The campus is well-maintained.	6.42	6.04	0.38	6.32	5.83	0.49	6.42	6.06	0.36	6.34	5.94	0.40
40. Sufficient courses available w/in my program.	6.54	5.32	1.22	6.50	5.39	1.11	6.55	5.28	1.27	6.42	5.48	0.94
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												
51. Factor to enroll: Cost	6.54			6.45			6.55			6.52		
52. Factor to enroll: Financial assistance	6.45			6.16			6.47			6.24		
53. Factor to enroll: Academic reputation	5.82			6.05			5.85			5.69		
54. Factor to enroll: Future career opportunities	6.29			6.37			6.33			6.16		
55. Factor to enroll: Personal recommend.	5.62			5.82			5.64			5.52		
56. Factor to enroll: Distance from campus	6.14			6.14			6.21			5.70		
57. Factor to enroll: Info	5.56			5.78			5.59			5.29		

on Website												
58. Factor to enroll: Campus visits	5.15			5.36			5.16			5.03		

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State Fair CC-Paper - Target Report 2 - Class Load - 12/2010

Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper			National Community Colleges (Form B)			Full-time			Part-time		
Scale	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**
Student Centeredness	6.36	5.65	0.71	6.33	5.42	0.91	6.38	5.60	0.78	6.26	5.89	0.37
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.45	5.80	0.65	6.34	6.00	0.34
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.48	6.06	0.42	6.45	6.28	0.17
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.23	5.35	0.88	6.05	5.63	0.42
37. Seldom get "run-around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.34	5.17	1.17	6.20	5.59	0.61
Instructional Effectiveness	6.39	5.52	0.87	6.38	5.58	0.80	6.41	5.48	0.93	6.23	5.66	0.57
8. Quality of instruction in classes excellent.	6.66	5.58	1.08	6.61	5.71	0.90	6.66	5.56	1.10	6.56	5.59	0.97
12. Faculty fair/unbiased in treatment students.	6.43	5.65	0.78	6.43	5.58	0.85	6.43	5.61	0.82	6.37	5.88	0.49
25. Faculty provide feedback/academic progress.	6.45	5.29	1.16	6.42	5.41	1.01	6.48	5.25	1.23	6.20	5.45	0.75
31. Faculty use technology/media.	6.05	5.59	0.46	6.05	5.62	0.43	6.08	5.59	0.49	5.78	5.61	0.17
34. Faculty available outside of class.	6.34	5.67	0.67	6.37	5.75	0.62	6.37	5.63	0.74	6.11	5.84	0.27
38. Classes - practical experiences/applicable.	6.26	5.52	0.74	6.30	5.61	0.69	6.27	5.47	0.80	6.18	5.75	0.43
40. Sufficient courses available w/in my program.	6.54	5.32	1.22	6.50	5.39	1.11	6.55	5.28	1.27	6.42	5.48	0.94
Safety and Security	6.17	5.14	1.03	6.27	5.14	1.13	6.17	5.12	1.05	6.23	5.38	0.85
4. Security staff respond quicky.	5.77	4.88	0.89	6.04	5.14	0.90	5.78	4.90	0.88	5.85	4.87	0.98
10. Parking lots are well-lighted and secure.	6.06	5.24	0.82	6.17	5.31	0.86	6.01	5.22	0.79	6.31	5.57	0.74
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.42	5.97	0.45	6.46	5.96	0.50
21. Student parking space on campus is adequate.	6.37	4.43	1.94	6.34	4.34	2.00	6.40	4.34	2.06	6.22	4.96	1.26
Academic Advising Effectiveness	6.26	5.24	1.02	6.30	5.26	1.04	6.31	5.25	1.06	5.99	5.23	0.76
3. Advisor available when I need help.	6.13	5.31	0.82	6.20	5.31	0.89	6.19	5.31	0.88	5.86	5.43	0.43
14. Acad. advisor knowledgeable of requirements.	6.43	5.50	0.93	6.46	5.50	0.96	6.47	5.52	0.95	6.18	5.41	0.77
16. Receive help to apply program of study to car	6.28	5.24	1.04	6.29	5.26	1.03	6.33	5.26	1.07	5.98	5.11	0.87
22. Acad. adv. knowledge - transfer requirements.	6.28	5.22	1.06	6.28	5.16	1.12	6.30	5.22	1.08	6.13	5.22	0.91
35. Feedback re: progress/academic	6.18	4.95	1.23	6.27	5.06	1.21	6.24	4.95	1.29	5.82	4.99	0.83

goals.												
Admissions and Financial Aid Effectiveness	6.25	5.43	0.82	6.18	5.20	0.98	6.27	5.42	0.85	6.07	5.40	0.67
5. Financial aid awards announced in time.	6.43	5.45	0.98	6.21	5.12	1.09	6.46	5.45	1.01	6.22	5.29	0.93
7. Admissions staff / personalized attention.	6.09	5.50	0.59	6.11	5.26	0.85	6.10	5.50	0.60	5.95	5.51	0.44
15. Financial aid counseling available if I need	6.33	5.60	0.73	6.25	5.35	0.90	6.34	5.62	0.72	6.15	5.39	0.76
17. Admiss. counselors accurately portray program	6.02	5.28	0.74	6.06	5.16	0.90	6.05	5.28	0.77	5.78	5.34	0.44
23. Resources to finance education.	6.38	5.30	1.08	6.29	5.09	1.20	6.40	5.27	1.13	6.28	5.47	0.81
Campus Services	6.18	5.55	0.63	6.22	5.57	0.65	6.20	5.55	0.65	5.98	5.54	0.44
6. Library resources and services are adequate.	6.03	5.53	0.50	6.13	5.67	0.46	6.02	5.51	0.51	5.98	5.49	0.49
11. Counseling available if needed.	5.80	5.32	0.48	5.98	5.35	0.63	5.80	5.29	0.51	5.80	5.46	0.34
18. Computer labs are adequate and accessible.	6.39	5.82	0.57	6.33	5.74	0.59	6.43	5.84	0.59	6.11	5.71	0.40
24. Equip. in lab facilities is kept up to date.	6.29	5.59	0.70	6.33	5.54	0.79	6.36	5.59	0.77	5.85	5.56	0.29
26. Adequate services to help decide career.	6.22	5.43	0.79	6.24	5.33	0.91	6.25	5.44	0.81	5.94	5.38	0.56
27. Tutoring services are readily available.	6.10	5.58	0.52	6.15	5.55	0.60	6.11	5.58	0.53	5.85	5.42	0.43
28. Campus provides online access/services.	6.44	5.67	0.77	6.38	5.85	0.53	6.47	5.66	0.81	6.20	5.69	0.51
30. Assess/course placement proced. reasonable.	6.15	5.46	0.69	6.20	5.46	0.74	6.16	5.44	0.72	6.08	5.55	0.53
Registration Effectiveness	6.48	5.61	0.87	6.45	5.56	0.89	6.49	5.60	0.89	6.33	5.68	0.65
2. Classes scheduled at convenient times.	6.63	5.54	1.09	6.56	5.53	1.03	6.65	5.54	1.11	6.46	5.55	0.91
9. Able register for classes with few conflicts.	6.54	5.51	1.03	6.54	5.47	1.07	6.56	5.46	1.10	6.38	5.78	0.60
19. Registration processes/procedures convenient.	6.39	5.71	0.68	6.44	5.59	0.85	6.40	5.69	0.71	6.23	5.79	0.44
29. Convenient ways of paying school bill.	6.40	5.69	0.71	6.35	5.72	0.63	6.40	5.69	0.71	6.34	5.62	0.72
32. College-related business/convenient times.	6.42	5.62	0.80	6.36	5.50	0.86	6.45	5.60	0.85	6.23	5.64	0.59
Campus Climate	6.41	5.77	0.64	6.37	5.57	0.80	6.41	5.74	0.67	6.31	5.90	0.41
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.45	5.80	0.65	6.34	6.00	0.34
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.42	5.97	0.45	6.46	5.96	0.50
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.48	6.06	0.42	6.45	6.28	0.17
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.23	5.35	0.88	6.05	5.63	0.42
36. Tuition paid is a worthwhile investment.	6.52	5.76	0.76	6.50	5.72	0.78	6.54	5.72	0.82	6.31	5.89	0.42
37. Seldom get "run-around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.34	5.17	1.17	6.20	5.59	0.61

39. The campus is well-maintained.	6.42	6.04	0.38	6.32	5.83	0.49	6.42	6.06	0.36	6.34	5.94	0.40

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State Fair CC-Paper - Target Report 2 - Class Load - 12/2010

Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper	National Community Colleges (Form B)	Full-time	Part-time
Summary				
So far, how has your college experience met your expectations?	4.63	4.80	4.63	4.62
1=Much worse than expected	1%	1%	1%	0%
2=Quite a bit worse than I expected	1%	1%	1%	2%
3=Worse than I expected	7%	7%	8%	1%
4=About what I expected	43%	37%	42%	52%
5=Better than I expected	24%	24%	24%	26%
6=Quite a bit better than I expected	10%	12%	10%	8%
7=Much better than expected	11%	15%	11%	8%
Rate your overall satisfaction with your experience here thus far.	5.38	5.48	5.38	5.32
1=Not satisfied at all	1%	1%	1%	1%
2=Not very satisfied	2%	2%	3%	0%
3=Somewhat dissatisfied	5%	5%	5%	4%
4=Neutral	11%	11%	10%	17%
5=Somewhat satisfied	18%	17%	18%	21%
6=Satisfied	45%	42%	45%	46%
7=Very satisfied	14%	20%	14%	8%
All in all, if you had to do it over, would you enroll here again?	5.58	5.76	5.55	5.75
1=Definitely not	3%	2%	3%	2%
2=Probably not	3%	3%	3%	0%
3=Maybe not	4%	3%	4%	4%
4=I don't know	9%	8%	9%	10%
5=Maybe yes	11%	10%	11%	11%
6=Probably yes	34%	32%	34%	36%
7=Definitely yes	33%	39%	32%	34%

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State Fair CC-Paper - Target Report 3 - Class Level - 12/2010

Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper			National Community Colleges (Form B)			1 year or less			2 years		
Item	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.42	5.94	0.48	6.46	5.79	0.67
2. Classes scheduled at convenient times.	6.63	5.54	1.09	6.56	5.53	1.03	6.56	5.66	0.90	6.70	5.30	1.40
3. Advisor available when I need help.	6.13	5.31	0.82	6.20	5.31	0.89	6.08	5.27	0.81	6.24	5.43	0.81
4. Security staff respond quicky.	5.77	4.88	0.89	6.04	5.14	0.90	5.72	4.96	0.76	5.82	4.83	0.99
5. Financial aid awards announced in time.	6.43	5.45	0.98	6.21	5.12	1.09	6.42	5.46	0.96	6.44	5.57	0.87
6. Library resources and services are adequate.	6.03	5.53	0.50	6.13	5.67	0.46	6.05	5.61	0.44	6.04	5.47	0.57
7. Admissions staff / personalized attention.	6.09	5.50	0.59	6.11	5.26	0.85	6.07	5.53	0.54	6.19	5.48	0.71
8. Quality of instruction in classes excellent.	6.66	5.58	1.08	6.61	5.71	0.90	6.63	5.62	1.01	6.70	5.58	1.12
9. Able register for classes with few conflicts.	6.54	5.51	1.03	6.54	5.47	1.07	6.45	5.48	0.97	6.68	5.61	1.07
10. Parking lots are well-lighted and secure.	6.06	5.24	0.82	6.17	5.31	0.86	6.04	5.30	0.74	6.11	5.22	0.89
11. Counseling available if needed.	5.80	5.32	0.48	5.98	5.35	0.63	5.78	5.34	0.44	5.83	5.43	0.40
12. Faculty fair/unbiased in treatment students.	6.43	5.65	0.78	6.43	5.58	0.85	6.42	5.82	0.60	6.53	5.59	0.94
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.46	6.09	0.37	6.45	5.96	0.49
14. Acad. advisor knowledgeable of requirements.	6.43	5.50	0.93	6.46	5.50	0.96	6.36	5.45	0.91	6.53	5.67	0.86
15. Financial aid counseling available if I need	6.33	5.60	0.73	6.25	5.35	0.90	6.31	5.61	0.70	6.38	5.61	0.77
16. Receive help to apply program of study to car	6.28	5.24	1.04	6.29	5.26	1.03	6.24	5.15	1.09	6.42	5.37	1.05
17. Admiss. counselors accurately portray program	6.02	5.28	0.74	6.06	5.16	0.90	5.97	5.36	0.61	6.08	5.27	0.81
18. Computer labs are adequate and accessible.	6.39	5.82	0.57	6.33	5.74	0.59	6.38	5.91	0.47	6.48	5.88	0.60
19. Registration processes/procedures convenient.	6.39	5.71	0.68	6.44	5.59	0.85	6.38	5.75	0.63	6.46	5.80	0.66
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.51	6.23	0.28	6.47	6.06	0.41
21. Student parking space on campus is adequate.	6.37	4.43	1.94	6.34	4.34	2.00	6.31	4.64	1.67	6.45	4.08	2.37
22. Acad. adv. knowledge - transfer requirements.	6.28	5.22	1.06	6.28	5.16	1.12	6.26	5.24	1.02	6.33	5.39	0.94
23. Resources to finance education.	6.38	5.30	1.08	6.29	5.09	1.20	6.36	5.41	0.95	6.51	5.22	1.29
24. Equip. in lab facilities	6.29	5.59	0.70	6.33	5.54	0.79	6.29	5.64	0.65	6.34	5.60	0.74

is kept up to date.												
25. Faculty provide feedback/academic progress.	6.45	5.29	1.16	6.42	5.41	1.01	6.42	5.30	1.12	6.55	5.33	1.22
26. Adequate services to help decide career.	6.22	5.43	0.79	6.24	5.33	0.91	6.19	5.46	0.73	6.24	5.47	0.77
27. Tutoring services are readily available.	6.10	5.58	0.52	6.15	5.55	0.60	6.19	5.70	0.49	6.02	5.50	0.52
28. Campus provides online access/services.	6.44	5.67	0.77	6.38	5.85	0.53	6.45	5.84	0.61	6.50	5.49	1.01
29. Convenient ways of paying school bill.	6.40	5.69	0.71	6.35	5.72	0.63	6.42	5.87	0.55	6.42	5.47	0.95
30. Assess/course placement proced. reasonable.	6.15	5.46	0.69	6.20	5.46	0.74	6.15	5.57	0.58	6.20	5.41	0.79
31. Faculty use technology/media.	6.05	5.59	0.46	6.05	5.62	0.43	6.01	5.62	0.39	6.09	5.50	0.59
32. College-related business/convenient times.	6.42	5.62	0.80	6.36	5.50	0.86	6.41	5.69	0.72	6.47	5.55	0.92
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.20	5.61	0.59	6.30	5.24	1.06
34. Faculty available outside of class.	6.34	5.67	0.67	6.37	5.75	0.62	6.29	5.70	0.59	6.46	5.64	0.82
35. Feedback re: progress/academic goals.	6.18	4.95	1.23	6.27	5.06	1.21	6.15	4.95	1.20	6.36	5.10	1.26
36. Tuition paid is a worthwhile investment.	6.52	5.76	0.76	6.50	5.72	0.78	6.53	5.92	0.61	6.53	5.81	0.72
37. Seldom get "run-around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.22	5.43	0.79	6.52	5.08	1.44
38. Classes - practical experiences/applicable.	6.26	5.52	0.74	6.30	5.61	0.69	6.19	5.59	0.60	6.41	5.50	0.91
39. The campus is well-maintained.	6.42	6.04	0.38	6.32	5.83	0.49	6.50	6.14	0.36	6.31	5.99	0.32
40. Sufficient courses available w/in my program.	6.54	5.32	1.22	6.50	5.39	1.11	6.52	5.47	1.05	6.59	5.06	1.53
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												
51. Factor to enroll: Cost	6.54			6.45			6.55			6.48		
52. Factor to enroll: Financial assistance	6.45			6.16			6.47			6.48		
53. Factor to enroll: Academic reputation	5.82			6.05			5.81			5.93		
54. Factor to enroll: Future career opportunities	6.29			6.37			6.32			6.35		
55. Factor to enroll: Personal recommend.	5.62			5.82			5.64			5.84		
56. Factor to enroll: Distance from campus	6.14			6.14			5.97			6.52		
57. Factor to enroll: Info	5.56			5.78			5.58			5.77		

on Website												
58. Factor to enroll: Campus visits	5.15			5.36			5.17			5.27		

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State Fair CC-Paper - Target Report 3 - Class Level - 12/2010

Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper			National Community Colleges (Form B)			1 year or less			2 years		
Scale	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**
Student Centeredness	6.36	5.65	0.71	6.33	5.42	0.91	6.34	5.81	0.53	6.44	5.55	0.89
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.42	5.94	0.48	6.46	5.79	0.67
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.51	6.23	0.28	6.47	6.06	0.41
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.20	5.61	0.59	6.30	5.24	1.06
37. Seldom get "run-around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.22	5.43	0.79	6.52	5.08	1.44
Instructional Effectiveness	6.39	5.52	0.87	6.38	5.58	0.80	6.35	5.59	0.76	6.48	5.46	1.02
8. Quality of instruction in classes excellent.	6.66	5.58	1.08	6.61	5.71	0.90	6.63	5.62	1.01	6.70	5.58	1.12
12. Faculty fair/unbiased in treatment students.	6.43	5.65	0.78	6.43	5.58	0.85	6.42	5.82	0.60	6.53	5.59	0.94
25. Faculty provide feedback/academic progress.	6.45	5.29	1.16	6.42	5.41	1.01	6.42	5.30	1.12	6.55	5.33	1.22
31. Faculty use technology/media.	6.05	5.59	0.46	6.05	5.62	0.43	6.01	5.62	0.39	6.09	5.50	0.59
34. Faculty available outside of class.	6.34	5.67	0.67	6.37	5.75	0.62	6.29	5.70	0.59	6.46	5.64	0.82
38. Classes - practical experiences/applicable.	6.26	5.52	0.74	6.30	5.61	0.69	6.19	5.59	0.60	6.41	5.50	0.91
40. Sufficient courses available w/in my program.	6.54	5.32	1.22	6.50	5.39	1.11	6.52	5.47	1.05	6.59	5.06	1.53
Safety and Security	6.17	5.14	1.03	6.27	5.14	1.13	6.15	5.26	0.89	6.22	5.04	1.18
4. Security staff respond quicky.	5.77	4.88	0.89	6.04	5.14	0.90	5.72	4.96	0.76	5.82	4.83	0.99
10. Parking lots are well-lighted and secure.	6.06	5.24	0.82	6.17	5.31	0.86	6.04	5.30	0.74	6.11	5.22	0.89
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.46	6.09	0.37	6.45	5.96	0.49
21. Student parking space on campus is adequate.	6.37	4.43	1.94	6.34	4.34	2.00	6.31	4.64	1.67	6.45	4.08	2.37
Academic Advising Effectiveness	6.26	5.24	1.02	6.30	5.26	1.04	6.22	5.21	1.01	6.38	5.39	0.99
3. Advisor available when I need help.	6.13	5.31	0.82	6.20	5.31	0.89	6.08	5.27	0.81	6.24	5.43	0.81
14. Acad. advisor knowledgeable of requirements.	6.43	5.50	0.93	6.46	5.50	0.96	6.36	5.45	0.91	6.53	5.67	0.86
16. Receive help to apply program of study to car	6.28	5.24	1.04	6.29	5.26	1.03	6.24	5.15	1.09	6.42	5.37	1.05
22. Acad. adv. knowledge - transfer requirements.	6.28	5.22	1.06	6.28	5.16	1.12	6.26	5.24	1.02	6.33	5.39	0.94
35. Feedback re: progress/academic	6.18	4.95	1.23	6.27	5.06	1.21	6.15	4.95	1.20	6.36	5.10	1.26

goals.												
Admissions and Financial Aid Effectiveness	6.25	5.43	0.82	6.18	5.20	0.98	6.23	5.47	0.76	6.32	5.43	0.89
5. Financial aid awards announced in time.	6.43	5.45	0.98	6.21	5.12	1.09	6.42	5.46	0.96	6.44	5.57	0.87
7. Admissions staff / personalized attention.	6.09	5.50	0.59	6.11	5.26	0.85	6.07	5.53	0.54	6.19	5.48	0.71
15. Financial aid counseling available if I need	6.33	5.60	0.73	6.25	5.35	0.90	6.31	5.61	0.70	6.38	5.61	0.77
17. Admiss. counselors accurately portray program	6.02	5.28	0.74	6.06	5.16	0.90	5.97	5.36	0.61	6.08	5.27	0.81
23. Resources to finance education.	6.38	5.30	1.08	6.29	5.09	1.20	6.36	5.41	0.95	6.51	5.22	1.29
Campus Services	6.18	5.55	0.63	6.22	5.57	0.65	6.19	5.64	0.55	6.21	5.53	0.68
6. Library resources and services are adequate.	6.03	5.53	0.50	6.13	5.67	0.46	6.05	5.61	0.44	6.04	5.47	0.57
11. Counseling available if needed.	5.80	5.32	0.48	5.98	5.35	0.63	5.78	5.34	0.44	5.83	5.43	0.40
18. Computer labs are adequate and accessible.	6.39	5.82	0.57	6.33	5.74	0.59	6.38	5.91	0.47	6.48	5.88	0.60
24. Equip. in lab facilities is kept up to date.	6.29	5.59	0.70	6.33	5.54	0.79	6.29	5.64	0.65	6.34	5.60	0.74
26. Adequate services to help decide career.	6.22	5.43	0.79	6.24	5.33	0.91	6.19	5.46	0.73	6.24	5.47	0.77
27. Tutoring services are readily available.	6.10	5.58	0.52	6.15	5.55	0.60	6.19	5.70	0.49	6.02	5.50	0.52
28. Campus provides online access/services.	6.44	5.67	0.77	6.38	5.85	0.53	6.45	5.84	0.61	6.50	5.49	1.01
30. Assess/course placement proced. reasonable.	6.15	5.46	0.69	6.20	5.46	0.74	6.15	5.57	0.58	6.20	5.41	0.79
Registration Effectiveness	6.48	5.61	0.87	6.45	5.56	0.89	6.45	5.69	0.76	6.55	5.55	1.00
2. Classes scheduled at convenient times.	6.63	5.54	1.09	6.56	5.53	1.03	6.56	5.66	0.90	6.70	5.30	1.40
9. Able register for classes with few conflicts.	6.54	5.51	1.03	6.54	5.47	1.07	6.45	5.48	0.97	6.68	5.61	1.07
19. Registration processes/procedures convenient.	6.39	5.71	0.68	6.44	5.59	0.85	6.38	5.75	0.63	6.46	5.80	0.66
29. Convenient ways of paying school bill.	6.40	5.69	0.71	6.35	5.72	0.63	6.42	5.87	0.55	6.42	5.47	0.95
32. College-related business/convenient times.	6.42	5.62	0.80	6.36	5.50	0.86	6.41	5.69	0.72	6.47	5.55	0.92
Campus Climate	6.41	5.77	0.64	6.37	5.57	0.80	6.41	5.91	0.50	6.43	5.71	0.72
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.42	5.94	0.48	6.46	5.79	0.67
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.46	6.09	0.37	6.45	5.96	0.49
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.51	6.23	0.28	6.47	6.06	0.41
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.20	5.61	0.59	6.30	5.24	1.06
36. Tuition paid is a worthwhile investment.	6.52	5.76	0.76	6.50	5.72	0.78	6.53	5.92	0.61	6.53	5.81	0.72
37. Seldom get "run-around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.22	5.43	0.79	6.52	5.08	1.44

39. The campus is well-maintained.	6.42	6.04	0.38	6.32	5.83	0.49	6.50	6.14	0.36	6.31	5.99	0.32

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State Fair CC-Paper - Target Report 3 - Class Level - 12/2010

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Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper	National Community Colleges (Form B)	1 year or less	2 years
Summary				
So far, how has your college experience met your expectations?	4.63	4.80	4.69	4.65
1=Much worse than expected	1%	1%	0%	2%
2=Quite a bit worse than I expected	1%	1%	1%	2%
3=Worse than I expected	7%	7%	6%	5%
4=About what I expected	43%	37%	44%	42%
5=Better than I expected	24%	24%	24%	22%
6=Quite a bit better than I expected	10%	12%	9%	14%
7=Much better than expected	11%	15%	12%	10%
Rate your overall satisfaction with your experience here thus far.	5.38	5.48	5.40	5.48
1=Not satisfied at all	1%	1%	1%	1%
2=Not very satisfied	2%	2%	2%	2%
3=Somewhat dissatisfied	5%	5%	6%	5%
4=Neutral	11%	11%	11%	8%
5=Somewhat satisfied	18%	17%	17%	17%
6=Satisfied	45%	42%	47%	45%
7=Very satisfied	14%	20%	13%	18%
All in all, if you had to do it over, would you enroll here again?	5.58	5.76	5.67	5.60
1=Definitely not	3%	2%	3%	1%
2=Probably not	3%	3%	2%	3%
3=Maybe not	4%	3%	3%	6%
4=I don't know	9%	8%	9%	10%
5=Maybe yes	11%	10%	11%	10%
6=Probably yes	34%	32%	34%	34%
7=Definitely yes	33%	39%	35%	33%

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State Fair CC-Paper - Target Report 4 - Educational Goal - 12/2010

Noel-Levitz

Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper			National Community Colleges (Form B)			Associate degree			Vocational/technical program			Transfer to another institution		
Item	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.49	5.89	0.60	6.36	5.53	0.83	6.39	5.86	0.53
2. Classes scheduled at convenient times.	6.63	5.54	1.09	6.56	5.53	1.03	6.66	5.58	1.08	6.56	5.20	1.36	6.63	5.64	0.99
3. Advisor available when I need help.	6.13	5.31	0.82	6.20	5.31	0.89	6.23	5.40	0.83	6.08	5.29	0.79	5.99	5.08	0.91
4. Security staff respond quicky.	5.77	4.88	0.89	6.04	5.14	0.90	5.90	4.91	0.99	5.64	4.75	0.89	5.57	4.89	0.68
5. Financial aid awards announced in time.	6.43	5.45	0.98	6.21	5.12	1.09	6.50	5.56	0.94	6.41	5.37	1.04	6.35	5.31	1.04
6. Library resources and services are adequate.	6.03	5.53	0.50	6.13	5.67	0.46	6.09	5.46	0.63	5.80	5.49	0.31	6.10	5.65	0.45
7. Admissions staff / personalized attention.	6.09	5.50	0.59	6.11	5.26	0.85	6.16	5.51	0.65	6.04	5.59	0.45	6.02	5.40	0.62
8. Quality of instruction in classes excellent.	6.66	5.58	1.08	6.61	5.71	0.90	6.68	5.69	0.99	6.60	5.32	1.28	6.67	5.50	1.17
9. Able register for classes with few conflicts.	6.54	5.51	1.03	6.54	5.47	1.07	6.64	5.50	1.14	6.38	5.34	1.04	6.51	5.54	0.97
10. Parking lots are well-lighted and secure.	6.06	5.24	0.82	6.17	5.31	0.86	6.17	5.17	1.00	6.03	5.29	0.74	5.86	5.27	0.59
11. Counseling available if needed.	5.80	5.32	0.48	5.98	5.35	0.63	5.85	5.42	0.43	5.73	5.06	0.67	5.74	5.27	0.47
12. Faculty fair/unbiased in treatment students.	6.43	5.65	0.78	6.43	5.58	0.85	6.44	5.65	0.79	6.43	5.35	1.08	6.41	5.75	0.66
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.49	5.83	0.66	6.44	5.95	0.49	6.33	6.18	0.15
14. Acad. advisor knowledgeable of requirements.	6.43	5.50	0.93	6.46	5.50	0.96	6.51	5.64	0.87	6.36	5.51	0.85	6.32	5.25	1.07
15. Financial aid counseling available if I need	6.33	5.60	0.73	6.25	5.35	0.90	6.39	5.72	0.67	6.21	5.42	0.79	6.34	5.54	0.80
16. Receive help to apply program of study to car	6.28	5.24	1.04	6.29	5.26	1.03	6.38	5.40	0.98	6.33	5.18	1.15	6.15	4.99	1.16
17. Admiss. counselors accurately portray program	6.02	5.28	0.74	6.06	5.16	0.90	6.14	5.31	0.83	5.84	4.79	1.05	5.95	5.47	0.48
18. Computer labs are adequate and accessible.	6.39	5.82	0.57	6.33	5.74	0.59	6.44	5.81	0.63	6.36	5.68	0.68	6.32	5.80	0.52
19. Registration processes/procedures convenient.	6.39	5.71	0.68	6.44	5.59	0.85	6.40	5.71	0.69	6.46	5.62	0.84	6.34	5.78	0.56
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.53	6.12	0.41	6.43	5.85	0.58	6.45	6.17	0.28
21. Student parking space on campus is adequate.	6.37	4.43	1.94	6.34	4.34	2.00	6.43	4.39	2.04	6.35	4.31	2.04	6.33	4.42	1.91
22. Acad. adv. knowledge - transfer requirements.	6.28	5.22	1.06	6.28	5.16	1.12	6.38	5.32	1.06	5.93	5.20	0.73	6.27	5.08	1.19
23. Resources to finance education.	6.38	5.30	1.08	6.29	5.09	1.20	6.46	5.34	1.12	6.31	5.12	1.19	6.29	5.36	0.93
24. Equip. in lab facilities is kept up to date.	6.29	5.59	0.70	6.33	5.54	0.79	6.37	5.66	0.71	6.21	5.47	0.74	6.22	5.50	0.72
25. Faculty provide feedback/academic	6.45	5.29	1.16	6.42	5.41	1.01	6.49	5.29	1.20	6.42	5.09	1.33	6.42	5.37	1.05

progress.															
26. Adequate services to help decide career.	6.22	5.43	0.79	6.24	5.33	0.91	6.34	5.46	0.88	6.16	5.38	0.78	6.03	5.39	0.64
27. Tutoring services are readily available.	6.10	5.58	0.52	6.15	5.55	0.60	6.24	5.62	0.62	5.81	5.18	0.63	6.00	5.64	0.36
28. Campus provides online access/services.	6.44	5.67	0.77	6.38	5.85	0.53	6.54	5.68	0.86	6.31	5.38	0.93	6.41	5.82	0.59
29. Convenient ways of paying school bill.	6.40	5.69	0.71	6.35	5.72	0.63	6.43	5.80	0.63	6.39	5.39	1.00	6.35	5.71	0.64
30. Assess/course placement proced. reasonable.	6.15	5.46	0.69	6.20	5.46	0.74	6.27	5.51	0.76	6.08	5.25	0.83	6.00	5.43	0.57
31. Faculty use technology/media.	6.05	5.59	0.46	6.05	5.62	0.43	6.10	5.57	0.53	6.10	5.54	0.56	5.93	5.61	0.32
32. College-related business/convenient times.	6.42	5.62	0.80	6.36	5.50	0.86	6.47	5.58	0.89	6.30	5.41	0.89	6.42	5.75	0.67
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.33	5.42	0.91	6.14	5.04	1.10	6.04	5.45	0.59
34. Faculty available outside of class.	6.34	5.67	0.67	6.37	5.75	0.62	6.44	5.74	0.70	6.31	5.40	0.91	6.25	5.72	0.53
35. Feedback re: progress/academic goals.	6.18	4.95	1.23	6.27	5.06	1.21	6.21	4.96	1.25	6.16	4.93	1.23	6.12	4.97	1.15
36. Tuition paid is a worthwhile investment.	6.52	5.76	0.76	6.50	5.72	0.78	6.53	5.83	0.70	6.46	5.48	0.98	6.54	5.75	0.79
37. Seldom get "run-around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.43	5.33	1.10	6.27	5.08	1.19	6.20	5.11	1.09
38. Classes - practical experiences/applicable.	6.26	5.52	0.74	6.30	5.61	0.69	6.33	5.51	0.82	6.33	5.53	0.80	6.08	5.47	0.61
39. The campus is well-maintained.	6.42	6.04	0.38	6.32	5.83	0.49	6.49	6.00	0.49	6.28	5.97	0.31	6.39	6.11	0.28
40. Sufficient courses available w/in my program.	6.54	5.32	1.22	6.50	5.39	1.11	6.60	5.32	1.28	6.46	5.24	1.22	6.48	5.28	1.20
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															
51. Factor to enroll: Cost	6.54			6.45			6.60			6.64			6.47		
52. Factor to enroll: Financial assistance	6.45			6.16			6.58			6.46			6.33		
53. Factor to enroll: Academic reputation	5.82			6.05			6.01			5.67			5.57		
54. Factor to enroll: Future career opportunities	6.29			6.37			6.59			6.08			5.99		
55. Factor to enroll: Personal recommend.	5.62			5.82			5.87			5.26			5.40		
56. Factor to enroll: Distance from campus	6.14			6.14			6.24			6.08			6.08		
57. Factor to enroll: Info on Website	5.56			5.78			5.69			5.56			5.45		
58. Factor to enroll: Campus visits	5.15			5.36			5.43			5.02			4.79		

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State Fair CC-Paper - Target Report 4 - Educational Goal - 12/2010

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Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper			National Community Colleges (Form B)			Associate degree			Vocational/technical program			Transfer to another institution		
Scale	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**
Student Centeredness	6.36	5.65	0.71	6.33	5.42	0.91	6.45	5.69	0.76	6.30	5.39	0.91	6.27	5.66	0.61
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.49	5.89	0.60	6.36	5.53	0.83	6.39	5.86	0.53
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.53	6.12	0.41	6.43	5.85	0.58	6.45	6.17	0.28
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.33	5.42	0.91	6.14	5.04	1.10	6.04	5.45	0.59
37. Seldom get "run-around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.43	5.33	1.10	6.27	5.08	1.19	6.20	5.11	1.09
Instructional Effectiveness	6.39	5.52	0.87	6.38	5.58	0.80	6.44	5.54	0.90	6.38	5.35	1.03	6.32	5.53	0.79
8. Quality of instruction in classes excellent.	6.66	5.58	1.08	6.61	5.71	0.90	6.68	5.69	0.99	6.60	5.32	1.28	6.67	5.50	1.17
12. Faculty fair/unbiased in treatment students.	6.43	5.65	0.78	6.43	5.58	0.85	6.44	5.65	0.79	6.43	5.35	1.08	6.41	5.75	0.66
25. Faculty provide feedback/academic progress.	6.45	5.29	1.16	6.42	5.41	1.01	6.49	5.29	1.20	6.42	5.09	1.33	6.42	5.37	1.05
31. Faculty use technology/media.	6.05	5.59	0.46	6.05	5.62	0.43	6.10	5.57	0.53	6.10	5.54	0.56	5.93	5.61	0.32
34. Faculty available outside of class.	6.34	5.67	0.67	6.37	5.75	0.62	6.44	5.74	0.70	6.31	5.40	0.91	6.25	5.72	0.53
38. Classes - practical experiences/applicable.	6.26	5.52	0.74	6.30	5.61	0.69	6.33	5.51	0.82	6.33	5.53	0.80	6.08	5.47	0.61
40. Sufficient courses available w/in my program.	6.54	5.32	1.22	6.50	5.39	1.11	6.60	5.32	1.28	6.46	5.24	1.22	6.48	5.28	1.20
Safety and Security	6.17	5.14	1.03	6.27	5.14	1.13	6.26	5.08	1.18	6.13	5.10	1.03	6.04	5.21	0.83
4. Security staff respond quicky.	5.77	4.88	0.89	6.04	5.14	0.90	5.90	4.91	0.99	5.64	4.75	0.89	5.57	4.89	0.68
10. Parking lots are well-lighted and secure.	6.06	5.24	0.82	6.17	5.31	0.86	6.17	5.17	1.00	6.03	5.29	0.74	5.86	5.27	0.59
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.49	5.83	0.66	6.44	5.95	0.49	6.33	6.18	0.15
21. Student parking space on campus is adequate.	6.37	4.43	1.94	6.34	4.34	2.00	6.43	4.39	2.04	6.35	4.31	2.04	6.33	4.42	1.91
Academic Advising Effectiveness	6.26	5.24	1.02	6.30	5.26	1.04	6.34	5.34	1.00	6.18	5.22	0.96	6.17	5.07	1.10
3. Advisor available when I need help.	6.13	5.31	0.82	6.20	5.31	0.89	6.23	5.40	0.83	6.08	5.29	0.79	5.99	5.08	0.91
14. Acad. advisor knowledgeable of requirements.	6.43	5.50	0.93	6.46	5.50	0.96	6.51	5.64	0.87	6.36	5.51	0.85	6.32	5.25	1.07
16. Receive help to apply program of study to car	6.28	5.24	1.04	6.29	5.26	1.03	6.38	5.40	0.98	6.33	5.18	1.15	6.15	4.99	1.16
22. Acad. adv. knowledge - transfer requirements.	6.28	5.22	1.06	6.28	5.16	1.12	6.38	5.32	1.06	5.93	5.20	0.73	6.27	5.08	1.19
35. Feedback re: progress/academic goals.	6.18	4.95	1.23	6.27	5.06	1.21	6.21	4.96	1.25	6.16	4.93	1.23	6.12	4.97	1.15
Admissions and Financial Aid Effectiveness	6.25	5.43	0.82	6.18	5.20	0.98	6.33	5.49	0.84	6.16	5.27	0.89	6.19	5.41	0.78
5. Financial aid awards announced in time.	6.43	5.45	0.98	6.21	5.12	1.09	6.50	5.56	0.94	6.41	5.37	1.04	6.35	5.31	1.04

7. Admissions staff / personalized attention.	6.09	5.50	0.59	6.11	5.26	0.85	6.16	5.51	0.65	6.04	5.59	0.45	6.02	5.40	0.62
15. Financial aid counseling available if I need	6.33	5.60	0.73	6.25	5.35	0.90	6.39	5.72	0.67	6.21	5.42	0.79	6.34	5.54	0.80
17. Admiss. counselors accurately portray program	6.02	5.28	0.74	6.06	5.16	0.90	6.14	5.31	0.83	5.84	4.79	1.05	5.95	5.47	0.48
23. Resources to finance education.	6.38	5.30	1.08	6.29	5.09	1.20	6.46	5.34	1.12	6.31	5.12	1.19	6.29	5.36	0.93
Campus Services	6.18	5.55	0.63	6.22	5.57	0.65	6.27	5.58	0.69	6.06	5.37	0.69	6.10	5.57	0.53
6. Library resources and services are adequate.	6.03	5.53	0.50	6.13	5.67	0.46	6.09	5.46	0.63	5.80	5.49	0.31	6.10	5.65	0.45
11. Counseling available if needed.	5.80	5.32	0.48	5.98	5.35	0.63	5.85	5.42	0.43	5.73	5.06	0.67	5.74	5.27	0.47
18. Computer labs are adequate and accessible.	6.39	5.82	0.57	6.33	5.74	0.59	6.44	5.81	0.63	6.36	5.68	0.68	6.32	5.80	0.52
24. Equip. in lab facilities is kept up to date.	6.29	5.59	0.70	6.33	5.54	0.79	6.37	5.66	0.71	6.21	5.47	0.74	6.22	5.50	0.72
26. Adequate services to help decide career.	6.22	5.43	0.79	6.24	5.33	0.91	6.34	5.46	0.88	6.16	5.38	0.78	6.03	5.39	0.64
27. Tutoring services are readily available.	6.10	5.58	0.52	6.15	5.55	0.60	6.24	5.62	0.62	5.81	5.18	0.63	6.00	5.64	0.36
28. Campus provides online access/services.	6.44	5.67	0.77	6.38	5.85	0.53	6.54	5.68	0.86	6.31	5.38	0.93	6.41	5.82	0.59
30. Assess/course placement proced. reasonable.	6.15	5.46	0.69	6.20	5.46	0.74	6.27	5.51	0.76	6.08	5.25	0.83	6.00	5.43	0.57
Registration Effectiveness	6.48	5.61	0.87	6.45	5.56	0.89	6.52	5.63	0.89	6.42	5.39	1.03	6.45	5.69	0.76
2. Classes scheduled at convenient times.	6.63	5.54	1.09	6.56	5.53	1.03	6.66	5.58	1.08	6.56	5.20	1.36	6.63	5.64	0.99
9. Able register for classes with few conflicts.	6.54	5.51	1.03	6.54	5.47	1.07	6.64	5.50	1.14	6.38	5.34	1.04	6.51	5.54	0.97
19. Registration processes/procedures convenient.	6.39	5.71	0.68	6.44	5.59	0.85	6.40	5.71	0.69	6.46	5.62	0.84	6.34	5.78	0.56
29. Convenient ways of paying school bill.	6.40	5.69	0.71	6.35	5.72	0.63	6.43	5.80	0.63	6.39	5.39	1.00	6.35	5.71	0.64
32. College-related business/convenient times.	6.42	5.62	0.80	6.36	5.50	0.86	6.47	5.58	0.89	6.30	5.41	0.89	6.42	5.75	0.67
Campus Climate	6.41	5.77	0.64	6.37	5.57	0.80	6.47	5.78	0.69	6.34	5.57	0.77	6.33	5.81	0.52
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.49	5.89	0.60	6.36	5.53	0.83	6.39	5.86	0.53
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.49	5.83	0.66	6.44	5.95	0.49	6.33	6.18	0.15
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.53	6.12	0.41	6.43	5.85	0.58	6.45	6.17	0.28
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.33	5.42	0.91	6.14	5.04	1.10	6.04	5.45	0.59
36. Tuition paid is a worthwhile investment.	6.52	5.76	0.76	6.50	5.72	0.78	6.53	5.83	0.70	6.46	5.48	0.98	6.54	5.75	0.79
37. Seldom get "run-around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.43	5.33	1.10	6.27	5.08	1.19	6.20	5.11	1.09
39. The campus is well-maintained.	6.42	6.04	0.38	6.32	5.83	0.49	6.49	6.00	0.49	6.28	5.97	0.31	6.39	6.11	0.28

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State Fair CC-Paper - Target Report 4 - Educational Goal - 12/2010

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Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper	National Community Colleges (Form B)	Associate degree	Vocational/technical program	Transfer to another institution
Summary					
So far, how has your college experience met your expectations?	4.63	4.80	4.72	4.44	4.56
1=Much worse than expected	1%	1%	0%	3%	1%
2=Quite a bit worse than I expected	1%	1%	1%	2%	2%
3=Worse than I expected	7%	7%	5%	8%	9%
4=About what I expected	43%	37%	42%	45%	44%
5=Better than I expected	24%	24%	26%	19%	22%
6=Quite a bit better than I expected	10%	12%	11%	9%	7%
7=Much better than expected	11%	15%	11%	9%	12%
Rate your overall satisfaction with your experience here thus far.	5.38	5.48	5.52	5.28	5.23
1=Not satisfied at all	1%	1%	0%	1%	2%
2=Not very satisfied	2%	2%	2%	5%	3%
3=Somewhat dissatisfied	5%	5%	4%	7%	6%
4=Neutral	11%	11%	9%	7%	13%
5=Somewhat satisfied	18%	17%	19%	22%	16%
6=Satisfied	45%	42%	45%	42%	46%
7=Very satisfied	14%	20%	17%	13%	11%
All in all, if you had to do it over, would you enroll here again?	5.58	5.76	5.82	5.49	5.32
1=Definitely not	3%	2%	2%	3%	6%
2=Probably not	3%	3%	2%	3%	4%
3=Maybe not	4%	3%	1%	6%	5%
4=I don't know	9%	8%	8%	12%	8%
5=Maybe yes	11%	10%	10%	9%	13%
6=Probably yes	34%	32%	38%	28%	29%
7=Definitely yes	33%	39%	35%	35%	31%

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State Fair CC-Paper - Target Report 5 - Campus Items - 12/2010

Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper			National Community Colleges (Form B)			Main Campus Answer 1			Clinton Campus Answer 2		
Item	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.38	5.75	0.63	6.68	6.31	0.37
2. Classes scheduled at convenient times.	6.63	5.54	1.09	6.56	5.53	1.03	6.63	5.54	1.09	6.68	5.69	0.99
3. Advisor available when I need help.	6.13	5.31	0.82	6.20	5.31	0.89	6.13	5.27	0.86	6.03	4.91	1.12
4. Security staff respond quicky.	5.77	4.88	0.89	6.04	5.14	0.90	5.73	4.93	0.80	6.10	4.76	1.34
5. Financial aid awards announced in time.	6.43	5.45	0.98	6.21	5.12	1.09	6.45	5.50	0.95	6.70	5.71	0.99
6. Library resources and services are adequate.	6.03	5.53	0.50	6.13	5.67	0.46	6.09	5.73	0.36	6.00	5.13	0.87
7. Admissions staff / personalized attention.	6.09	5.50	0.59	6.11	5.26	0.85	6.05	5.45	0.60	6.36	6.06	0.30
8. Quality of instruction in classes excellent.	6.66	5.58	1.08	6.61	5.71	0.90	6.68	5.54	1.14	6.74	5.94	0.80
9. Able register for classes with few conflicts.	6.54	5.51	1.03	6.54	5.47	1.07	6.56	5.42	1.14	6.74	5.88	0.86
10. Parking lots are well-lighted and secure.	6.06	5.24	0.82	6.17	5.31	0.86	6.04	5.55	0.49	6.58	2.73	3.85
11. Counseling available if needed.	5.80	5.32	0.48	5.98	5.35	0.63	5.69	5.27	0.42	6.28	5.47	0.81
12. Faculty fair/unbiased in treatment students.	6.43	5.65	0.78	6.43	5.58	0.85	6.42	5.59	0.83	6.70	6.15	0.55
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.40	6.04	0.36	6.82	5.44	1.38
14. Acad. advisor knowledgeable of requirements.	6.43	5.50	0.93	6.46	5.50	0.96	6.42	5.53	0.89	6.66	5.26	1.40
15. Financial aid counseling available if I need	6.33	5.60	0.73	6.25	5.35	0.90	6.35	5.69	0.66	6.65	5.88	0.77
16. Receive help to apply program of study to car	6.28	5.24	1.04	6.29	5.26	1.03	6.28	5.24	1.04	6.43	5.21	1.22
17. Admiss. counselors accurately portray program	6.02	5.28	0.74	6.06	5.16	0.90	5.95	5.28	0.67	6.35	5.23	1.12
18. Computer labs are adequate and accessible.	6.39	5.82	0.57	6.33	5.74	0.59	6.39	5.87	0.52	6.53	5.59	0.94
19. Registration processes/procedures convenient.	6.39	5.71	0.68	6.44	5.59	0.85	6.35	5.70	0.65	6.62	6.20	0.42
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.45	6.04	0.41	6.64	6.53	0.11
21. Student parking space on campus is adequate.	6.37	4.43	1.94	6.34	4.34	2.00	6.38	4.54	1.84	6.65	3.37	3.28
22. Acad. adv. knowledge - transfer requirements.	6.28	5.22	1.06	6.28	5.16	1.12	6.25	5.20	1.05	6.30	5.25	1.05
23. Resources to finance education.	6.38	5.30	1.08	6.29	5.09	1.20	6.37	5.30	1.07	6.68	5.58	1.10

24. Equip. in lab facilities is kept up to date.	6.29	5.59	0.70	6.33	5.54	0.79	6.27	5.52	0.75	6.23	5.71	0.52
25. Faculty provide feedback/academic progress.	6.45	5.29	1.16	6.42	5.41	1.01	6.40	5.30	1.10	6.74	5.03	1.71
26. Adequate services to help decide career.	6.22	5.43	0.79	6.24	5.33	0.91	6.16	5.48	0.68	6.42	5.76	0.66
27. Tutoring services are readily available.	6.10	5.58	0.52	6.15	5.55	0.60	6.08	5.63	0.45	6.50	5.67	0.83
28. Campus provides online access/services.	6.44	5.67	0.77	6.38	5.85	0.53	6.41	5.66	0.75	6.72	5.55	1.17
29. Convenient ways of paying school bill.	6.40	5.69	0.71	6.35	5.72	0.63	6.36	5.67	0.69	6.65	5.94	0.71
30. Assess/course placement proced. reasonable.	6.15	5.46	0.69	6.20	5.46	0.74	6.09	5.40	0.69	6.47	5.71	0.76
31. Faculty use technology/media.	6.05	5.59	0.46	6.05	5.62	0.43	6.01	5.63	0.38	6.30	5.65	0.65
32. College-related business/convenient times.	6.42	5.62	0.80	6.36	5.50	0.86	6.39	5.60	0.79	6.68	5.83	0.85
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.16	5.31	0.85	6.59	5.61	0.98
34. Faculty available outside of class.	6.34	5.67	0.67	6.37	5.75	0.62	6.36	5.65	0.71	6.52	5.79	0.73
35. Feedback re: progress/academic goals.	6.18	4.95	1.23	6.27	5.06	1.21	6.13	4.96	1.17	6.64	5.09	1.55
36. Tuition paid is a worthwhile investment.	6.52	5.76	0.76	6.50	5.72	0.78	6.50	5.73	0.77	6.67	6.32	0.35
37. Seldom get "run-around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.30	5.13	1.17	6.67	5.88	0.79
38. Classes - practical experiences/applicable.	6.26	5.52	0.74	6.30	5.61	0.69	6.26	5.49	0.77	6.44	5.71	0.73
39. The campus is well-maintained.	6.42	6.04	0.38	6.32	5.83	0.49	6.37	6.05	0.32	6.71	6.06	0.65
40. Sufficient courses available w/in my program.	6.54	5.32	1.22	6.50	5.39	1.11	6.56	5.39	1.17	6.76	5.46	1.30
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												
51. Factor to enroll: Cost	6.54			6.45			6.60			6.23		
52. Factor to enroll: Financial assistance	6.45			6.16			6.49			6.58		
53. Factor to enroll: Academic reputation	5.82			6.05			5.86			5.57		
54. Factor to enroll: Future career opportunities	6.29			6.37			6.35			6.13		
55. Factor to enroll: Personal recommend.	5.62			5.82			5.57			6.00		
56. Factor to enroll: Distance from campus	6.14			6.14			6.05			6.48		

57. Factor to enroll: Info on Website	5.56			5.78			5.56			5.86		
58. Factor to enroll: Campus visits	5.15			5.36			5.13			5.61		

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State Fair CC-Paper - Target Report 5 - Campus Items - 12/2010

Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper			National Community Colleges (Form B)			Main Campus Answer 1			Clinton Campus Answer 2		
Scale	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**
Student Centeredness	6.36	5.65	0.71	6.33	5.42	0.91	6.32	5.57	0.75	6.64	6.09	0.55
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.38	5.75	0.63	6.68	6.31	0.37
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.45	6.04	0.41	6.64	6.53	0.11
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.16	5.31	0.85	6.59	5.61	0.98
37. Seldom get "run-around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.30	5.13	1.17	6.67	5.88	0.79
Instructional Effectiveness	6.39	5.52	0.87	6.38	5.58	0.80	6.38	5.51	0.87	6.60	5.67	0.93
8. Quality of instruction in classes excellent.	6.66	5.58	1.08	6.61	5.71	0.90	6.68	5.54	1.14	6.74	5.94	0.80
12. Faculty fair/unbiased in treatment students.	6.43	5.65	0.78	6.43	5.58	0.85	6.42	5.59	0.83	6.70	6.15	0.55
25. Faculty provide feedback/academic progress.	6.45	5.29	1.16	6.42	5.41	1.01	6.40	5.30	1.10	6.74	5.03	1.71
31. Faculty use technology/media.	6.05	5.59	0.46	6.05	5.62	0.43	6.01	5.63	0.38	6.30	5.65	0.65
34. Faculty available outside of class.	6.34	5.67	0.67	6.37	5.75	0.62	6.36	5.65	0.71	6.52	5.79	0.73
38. Classes - practical experiences/applicable.	6.26	5.52	0.74	6.30	5.61	0.69	6.26	5.49	0.77	6.44	5.71	0.73
40. Sufficient courses available w/in my program.	6.54	5.32	1.22	6.50	5.39	1.11	6.56	5.39	1.17	6.76	5.46	1.30
Safety and Security	6.17	5.14	1.03	6.27	5.14	1.13	6.15	5.28	0.87	6.55	4.05	2.50
4. Security staff respond quicky.	5.77	4.88	0.89	6.04	5.14	0.90	5.73	4.93	0.80	6.10	4.76	1.34
10. Parking lots are well-lighted and secure.	6.06	5.24	0.82	6.17	5.31	0.86	6.04	5.55	0.49	6.58	2.73	3.85
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.40	6.04	0.36	6.82	5.44	1.38
21. Student parking space on campus is adequate.	6.37	4.43	1.94	6.34	4.34	2.00	6.38	4.54	1.84	6.65	3.37	3.28
Academic Advising Effectiveness	6.26	5.24	1.02	6.30	5.26	1.04	6.24	5.24	1.00	6.41	5.14	1.27
3. Advisor available when I need help.	6.13	5.31	0.82	6.20	5.31	0.89	6.13	5.27	0.86	6.03	4.91	1.12
14. Acad. advisor knowledgeable of requirements.	6.43	5.50	0.93	6.46	5.50	0.96	6.42	5.53	0.89	6.66	5.26	1.40
16. Receive help to apply program of study to car	6.28	5.24	1.04	6.29	5.26	1.03	6.28	5.24	1.04	6.43	5.21	1.22
22. Acad. adv. knowledge - transfer requirements.	6.28	5.22	1.06	6.28	5.16	1.12	6.25	5.20	1.05	6.30	5.25	1.05
35. Feedback re:												

progress/academic goals.	6.18	4.95	1.23	6.27	5.06	1.21	6.13	4.96	1.17	6.64	5.09	1.55
Admissions and Financial Aid Effectiveness	6.25	5.43	0.82	6.18	5.20	0.98	6.23	5.45	0.78	6.55	5.70	0.85
5. Financial aid awards announced in time.	6.43	5.45	0.98	6.21	5.12	1.09	6.45	5.50	0.95	6.70	5.71	0.99
7. Admissions staff / personalized attention.	6.09	5.50	0.59	6.11	5.26	0.85	6.05	5.45	0.60	6.36	6.06	0.30
15. Financial aid counseling available if I need	6.33	5.60	0.73	6.25	5.35	0.90	6.35	5.69	0.66	6.65	5.88	0.77
17. Admiss. counselors accurately portray program	6.02	5.28	0.74	6.06	5.16	0.90	5.95	5.28	0.67	6.35	5.23	1.12
23. Resources to finance education.	6.38	5.30	1.08	6.29	5.09	1.20	6.37	5.30	1.07	6.68	5.58	1.10
Campus Services	6.18	5.55	0.63	6.22	5.57	0.65	6.15	5.58	0.57	6.40	5.57	0.83
6. Library resources and services are adequate.	6.03	5.53	0.50	6.13	5.67	0.46	6.09	5.73	0.36	6.00	5.13	0.87
11. Counseling available if needed.	5.80	5.32	0.48	5.98	5.35	0.63	5.69	5.27	0.42	6.28	5.47	0.81
18. Computer labs are adequate and accessible.	6.39	5.82	0.57	6.33	5.74	0.59	6.39	5.87	0.52	6.53	5.59	0.94
24. Equip. in lab facilities is kept up to date.	6.29	5.59	0.70	6.33	5.54	0.79	6.27	5.52	0.75	6.23	5.71	0.52
26. Adequate services to help decide career.	6.22	5.43	0.79	6.24	5.33	0.91	6.16	5.48	0.68	6.42	5.76	0.66
27. Tutoring services are readily available.	6.10	5.58	0.52	6.15	5.55	0.60	6.08	5.63	0.45	6.50	5.67	0.83
28. Campus provides online access/services.	6.44	5.67	0.77	6.38	5.85	0.53	6.41	5.66	0.75	6.72	5.55	1.17
30. Assess/course placement proced. reasonable.	6.15	5.46	0.69	6.20	5.46	0.74	6.09	5.40	0.69	6.47	5.71	0.76
Registration Effectiveness	6.48	5.61	0.87	6.45	5.56	0.89	6.46	5.59	0.87	6.67	5.91	0.76
2. Classes scheduled at convenient times.	6.63	5.54	1.09	6.56	5.53	1.03	6.63	5.54	1.09	6.68	5.69	0.99
9. Able register for classes with few conflicts.	6.54	5.51	1.03	6.54	5.47	1.07	6.56	5.42	1.14	6.74	5.88	0.86
19. Registration processes/procedures convenient.	6.39	5.71	0.68	6.44	5.59	0.85	6.35	5.70	0.65	6.62	6.20	0.42
29. Convenient ways of paying school bill.	6.40	5.69	0.71	6.35	5.72	0.63	6.36	5.67	0.69	6.65	5.94	0.71
32. College-related business/convenient times.	6.42	5.62	0.80	6.36	5.50	0.86	6.39	5.60	0.79	6.68	5.83	0.85
Campus Climate	6.41	5.77	0.64	6.37	5.57	0.80	6.37	5.73	0.64	6.68	6.03	0.65
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.38	5.75	0.63	6.68	6.31	0.37
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.40	6.04	0.36	6.82	5.44	1.38
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.45	6.04	0.41	6.64	6.53	0.11
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.16	5.31	0.85	6.59	5.61	0.98
36. Tuition paid is a worthwhile investment.	6.52	5.76	0.76	6.50	5.72	0.78	6.50	5.73	0.77	6.67	6.32	0.35
37. Seldom get "run-												

around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.30	5.13	1.17	6.67	5.88	0.79
39. The campus is well-maintained.	6.42	6.04	0.38	6.32	5.83	0.49	6.37	6.05	0.32	6.71	6.06	0.65

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State Fair CC-Paper - Target Report 5 -
Campus Items - 12/2010

Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper	National Community Colleges (Form B)	Main - Answer 1	Clinton - Answer 2
Summary				
So far, how has your college experience met your expectations?	4.63	4.80	4.62	4.77
1=Much worse than expected	1%	1%	1%	0%
2=Quite a bit worse than I expected	1%	1%	2%	0%
3=Worse than I expected	7%	7%	7%	3%
4=About what I expected	43%	37%	44%	41%
5=Better than I expected	24%	24%	23%	35%
6=Quite a bit better than I expected	10%	12%	10%	12%
7=Much better than expected	11%	15%	11%	6%
Rate your overall satisfaction with your experience here thus far.	5.38	5.48	5.35	5.97
1=Not satisfied at all	1%	1%	1%	0%
2=Not very satisfied	2%	2%	2%	0%
3=Somewhat dissatisfied	5%	5%	6%	0%
4=Neutral	11%	11%	10%	0%
5=Somewhat satisfied	18%	17%	17%	25%
6=Satisfied	45%	42%	46%	51%
7=Very satisfied	14%	20%	14%	22%
All in all, if you had to do it over, would you enroll here again?	5.58	5.76	5.57	6.23
1=Definitely not	3%	2%	3%	0%
2=Probably not	3%	3%	3%	0%
3=Maybe not	4%	3%	5%	0%
4=I don't know	9%	8%	8%	6%
5=Maybe yes	11%	10%	10%	12%
6=Probably yes	34%	32%	34%	32%
7=Definitely yes	33%	39%	33%	48%

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State Fair CC-Paper - Target Report 6-
Campus Items - 12/2010

Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper			National Community Colleges (Form B)			LOZ Campus Answer 3			WAFB Campus Answer 4		
Item	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.72	5.87	0.85	6.28	5.93	0.35
2. Classes scheduled at convenient times.	6.63	5.54	1.09	6.56	5.53	1.03	6.69	5.68	1.01	6.53	5.53	1.00
3. Advisor available when I need help.	6.13	5.31	0.82	6.20	5.31	0.89	6.00	5.33	0.67	5.93	5.75	0.18
4. Security staff respond quicky.	5.77	4.88	0.89	6.04	5.14	0.90	5.54	4.64	0.90	5.55	5.06	0.49
5. Financial aid awards announced in time.	6.43	5.45	0.98	6.21	5.12	1.09	6.34	5.16	1.18	5.81	5.35	0.46
6. Library resources and services are adequate.	6.03	5.53	0.50	6.13	5.67	0.46	5.40	4.10	1.30	5.76	5.35	0.41
7. Admissions staff / personalized attention.	6.09	5.50	0.59	6.11	5.26	0.85	5.97	5.53	0.44	5.96	5.25	0.71
8. Quality of instruction in classes excellent.	6.66	5.58	1.08	6.61	5.71	0.90	6.48	5.06	1.42	6.60	5.65	0.95
9. Able register for classes with few conflicts.	6.54	5.51	1.03	6.54	5.47	1.07	6.34	5.78	0.56	6.60	5.47	1.13
10. Parking lots are well-lighted and secure.	6.06	5.24	0.82	6.17	5.31	0.86	5.63	4.33	1.30	5.82	5.86	-0.04
11. Counseling available if needed.	5.80	5.32	0.48	5.98	5.35	0.63	5.62	5.17	0.45	6.04	5.25	0.79
12. Faculty fair/unbiased in treatment students.	6.43	5.65	0.78	6.43	5.58	0.85	6.47	5.97	0.50	6.33	6.03	0.30
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.56	5.66	0.90	6.31	6.37	-0.06
14. Acad. advisor knowledgeable of requirements.	6.43	5.50	0.93	6.46	5.50	0.96	6.42	5.19	1.23	6.17	5.38	0.79
15. Financial aid counseling available if I need	6.33	5.60	0.73	6.25	5.35	0.90	6.19	5.03	1.16	6.08	5.12	0.96
16. Receive help to apply program of study to car	6.28	5.24	1.04	6.29	5.26	1.03	6.32	5.03	1.29	6.00	4.92	1.08
17. Admiss. counselors accurately portray program	6.02	5.28	0.74	6.06	5.16	0.90	6.19	5.35	0.84	5.78	4.96	0.82
18. Computer labs are adequate and accessible.	6.39	5.82	0.57	6.33	5.74	0.59	6.29	5.52	0.77	6.00	5.50	0.50
19. Registration processes/procedures convenient.	6.39	5.71	0.68	6.44	5.59	0.85	6.50	5.50	1.00	6.23	5.58	0.65
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.66	6.13	0.53	6.53	6.16	0.37
21. Student parking space on campus is adequate.	6.37	4.43	1.94	6.34	4.34	2.00	6.47	4.00	2.47	6.07	4.36	1.71
22. Acad. adv. knowledge - transfer requirements.	6.28	5.22	1.06	6.28	5.16	1.12	6.29	4.86	1.43	6.04	4.96	1.08
23. Resources to finance education.	6.38	5.30	1.08	6.29	5.09	1.20	6.47	5.00	1.47	6.00	5.15	0.85

24. Equip. in lab facilities is kept up to date.	6.29	5.59	0.70	6.33	5.54	0.79	6.44	5.50	0.94	6.14	6.25	-0.11
25. Faculty provide feedback/academic progress.	6.45	5.29	1.16	6.42	5.41	1.01	6.50	5.25	1.25	6.34	4.89	1.45
26. Adequate services to help decide career.	6.22	5.43	0.79	6.24	5.33	0.91	6.38	5.19	1.19	6.12	5.12	1.00
27. Tutoring services are readily available.	6.10	5.58	0.52	6.15	5.55	0.60	6.14	5.07	1.07	5.58	5.33	0.25
28. Campus provides online access/services.	6.44	5.67	0.77	6.38	5.85	0.53	6.53	6.00	0.53	6.04	5.75	0.29
29. Convenient ways of paying school bill.	6.40	5.69	0.71	6.35	5.72	0.63	6.41	5.79	0.62	6.29	5.39	0.90
30. Assess/course placement proced. reasonable.	6.15	5.46	0.69	6.20	5.46	0.74	6.31	5.19	1.12	5.96	5.78	0.18
31. Faculty use technology/media.	6.05	5.59	0.46	6.05	5.62	0.43	5.97	4.88	1.09	5.97	5.70	0.27
32. College-related business/convenient times.	6.42	5.62	0.80	6.36	5.50	0.86	6.44	5.34	1.10	6.45	6.00	0.45
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.25	5.52	0.73	5.76	5.35	0.41
34. Faculty available outside of class.	6.34	5.67	0.67	6.37	5.75	0.62	6.31	5.68	0.63	6.10	5.82	0.28
35. Feedback re: progress/academic goals.	6.18	4.95	1.23	6.27	5.06	1.21	6.06	4.66	1.40	5.93	4.57	1.36
36. Tuition paid is a worthwhile investment.	6.52	5.76	0.76	6.50	5.72	0.78	6.63	5.81	0.82	6.50	5.50	1.00
37. Seldom get "run-around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.35	5.45	0.90	6.25	5.04	1.21
38. Classes - practical experiences/applicable.	6.26	5.52	0.74	6.30	5.61	0.69	6.22	5.28	0.94	6.03	5.55	0.48
39. The campus is well-maintained.	6.42	6.04	0.38	6.32	5.83	0.49	6.47	5.53	0.94	6.08	6.08	0.00
40. Sufficient courses available w/in my program.	6.54	5.32	1.22	6.50	5.39	1.11	6.56	4.66	1.90	6.32	4.96	1.36
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												
51. Factor to enroll: Cost	6.54			6.45			6.50			6.38		
52. Factor to enroll: Financial assistance	6.45			6.16			6.19			5.93		
53. Factor to enroll: Academic reputation	5.82			6.05			5.88			5.70		
54. Factor to enroll: Future career opportunities	6.29			6.37			6.13			6.07		
55. Factor to enroll: Personal recommend.	5.62			5.82			5.66			5.23		
56. Factor to enroll:												

Distance from campus	6.14			6.14			6.34			5.93		
57. Factor to enroll: Info on Website	5.56			5.78			5.59			4.83		
58. Factor to enroll: Campus visits	5.15			5.36			5.03			4.61		

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State Fair CC-Paper - Target Report 6-
Campus Items - 12/2010

Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper			National Community Colleges (Form B)			LOZ Campus Answer 3			WAFB Campus Answer 4		
Scale	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**	**Import**	**Satis**	**Gap**
Student Centeredness	6.36	5.65	0.71	6.33	5.42	0.91	6.50	5.74	0.76	6.21	5.64	0.57
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.72	5.87	0.85	6.28	5.93	0.35
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.66	6.13	0.53	6.53	6.16	0.37
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.25	5.52	0.73	5.76	5.35	0.41
37. Seldom get "run-around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.35	5.45	0.90	6.25	5.04	1.21
Instructional Effectiveness	6.39	5.52	0.87	6.38	5.58	0.80	6.36	5.25	1.11	6.25	5.52	0.73
8. Quality of instruction in classes excellent.	6.66	5.58	1.08	6.61	5.71	0.90	6.48	5.06	1.42	6.60	5.65	0.95
12. Faculty fair/unbiased in treatment students.	6.43	5.65	0.78	6.43	5.58	0.85	6.47	5.97	0.50	6.33	6.03	0.30
25. Faculty provide feedback/academic progress.	6.45	5.29	1.16	6.42	5.41	1.01	6.50	5.25	1.25	6.34	4.89	1.45
31. Faculty use technology/media.	6.05	5.59	0.46	6.05	5.62	0.43	5.97	4.88	1.09	5.97	5.70	0.27
34. Faculty available outside of class.	6.34	5.67	0.67	6.37	5.75	0.62	6.31	5.68	0.63	6.10	5.82	0.28
38. Classes - practical experiences/applicable.	6.26	5.52	0.74	6.30	5.61	0.69	6.22	5.28	0.94	6.03	5.55	0.48
40. Sufficient courses available w/in my program.	6.54	5.32	1.22	6.50	5.39	1.11	6.56	4.66	1.90	6.32	4.96	1.36
Safety and Security	6.17	5.14	1.03	6.27	5.14	1.13	6.09	4.67	1.42	5.95	5.44	0.51
4. Security staff respond quicky.	5.77	4.88	0.89	6.04	5.14	0.90	5.54	4.64	0.90	5.55	5.06	0.49
10. Parking lots are well-lighted and secure.	6.06	5.24	0.82	6.17	5.31	0.86	5.63	4.33	1.30	5.82	5.86	-0.04
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.56	5.66	0.90	6.31	6.37	-0.06
21. Student parking space on campus is adequate.	6.37	4.43	1.94	6.34	4.34	2.00	6.47	4.00	2.47	6.07	4.36	1.71
Academic Advising Effectiveness	6.26	5.24	1.02	6.30	5.26	1.04	6.22	5.01	1.21	6.01	5.12	0.89
3. Advisor available when I need help.	6.13	5.31	0.82	6.20	5.31	0.89	6.00	5.33	0.67	5.93	5.75	0.18
14. Acad. advisor knowledgeable of requirements.	6.43	5.50	0.93	6.46	5.50	0.96	6.42	5.19	1.23	6.17	5.38	0.79
16. Receive help to apply program of study to car	6.28	5.24	1.04	6.29	5.26	1.03	6.32	5.03	1.29	6.00	4.92	1.08
22. Acad. adv. knowledge - transfer requirements.	6.28	5.22	1.06	6.28	5.16	1.12	6.29	4.86	1.43	6.04	4.96	1.08

35. Feedback re: progress/academic goals.	6.18	4.95	1.23	6.27	5.06	1.21	6.06	4.66	1.40	5.93	4.57	1.36
Admissions and Financial Aid Effectiveness	6.25	5.43	0.82	6.18	5.20	0.98	6.23	5.22	1.01	5.93	5.17	0.76
5. Financial aid awards announced in time.	6.43	5.45	0.98	6.21	5.12	1.09	6.34	5.16	1.18	5.81	5.35	0.46
7. Admissions staff / personalized attention.	6.09	5.50	0.59	6.11	5.26	0.85	5.97	5.53	0.44	5.96	5.25	0.71
15. Financial aid counseling available if I need	6.33	5.60	0.73	6.25	5.35	0.90	6.19	5.03	1.16	6.08	5.12	0.96
17. Admiss. counselors accurately portray program	6.02	5.28	0.74	6.06	5.16	0.90	6.19	5.35	0.84	5.78	4.96	0.82
23. Resources to finance education.	6.38	5.30	1.08	6.29	5.09	1.20	6.47	5.00	1.47	6.00	5.15	0.85
Campus Services	6.18	5.55	0.63	6.22	5.57	0.65	6.14	5.22	0.92	5.95	5.53	0.42
6. Library resources and services are adequate.	6.03	5.53	0.50	6.13	5.67	0.46	5.40	4.10	1.30	5.76	5.35	0.41
11. Counseling available if needed.	5.80	5.32	0.48	5.98	5.35	0.63	5.62	5.17	0.45	6.04	5.25	0.79
18. Computer labs are adequate and accessible.	6.39	5.82	0.57	6.33	5.74	0.59	6.29	5.52	0.77	6.00	5.50	0.50
24. Equip. in lab facilities is kept up to date.	6.29	5.59	0.70	6.33	5.54	0.79	6.44	5.50	0.94	6.14	6.25	-0.11
26. Adequate services to help decide career.	6.22	5.43	0.79	6.24	5.33	0.91	6.38	5.19	1.19	6.12	5.12	1.00
27. Tutoring services are readily available.	6.10	5.58	0.52	6.15	5.55	0.60	6.14	5.07	1.07	5.58	5.33	0.25
28. Campus provides online access/services.	6.44	5.67	0.77	6.38	5.85	0.53	6.53	6.00	0.53	6.04	5.75	0.29
30. Assess/course placement proced. reasonable.	6.15	5.46	0.69	6.20	5.46	0.74	6.31	5.19	1.12	5.96	5.78	0.18
Registration Effectiveness	6.48	5.61	0.87	6.45	5.56	0.89	6.48	5.62	0.86	6.42	5.60	0.82
2. Classes scheduled at convenient times.	6.63	5.54	1.09	6.56	5.53	1.03	6.69	5.68	1.01	6.53	5.53	1.00
9. Able register for classes with few conflicts.	6.54	5.51	1.03	6.54	5.47	1.07	6.34	5.78	0.56	6.60	5.47	1.13
19. Registration processes/procedures convenient.	6.39	5.71	0.68	6.44	5.59	0.85	6.50	5.50	1.00	6.23	5.58	0.65
29. Convenient ways of paying school bill.	6.40	5.69	0.71	6.35	5.72	0.63	6.41	5.79	0.62	6.29	5.39	0.90
32. College-related business/convenient times.	6.42	5.62	0.80	6.36	5.50	0.86	6.44	5.34	1.10	6.45	6.00	0.45
Campus Climate	6.41	5.77	0.64	6.37	5.57	0.80	6.52	5.71	0.81	6.25	5.78	0.47
1. The campus staff are caring and helpful.	6.43	5.84	0.59	6.35	5.60	0.75	6.72	5.87	0.85	6.28	5.93	0.35
13. Campus is safe and secure for all students.	6.44	5.97	0.47	6.49	5.75	0.74	6.56	5.66	0.90	6.31	6.37	-0.06
20. Students made to feel welcome here.	6.48	6.09	0.39	6.40	5.78	0.62	6.66	6.13	0.53	6.53	6.16	0.37
33. Administrators are available to hear students	6.21	5.38	0.83	6.24	5.20	1.04	6.25	5.52	0.73	5.76	5.35	0.41
36. Tuition paid is a worthwhile investment.	6.52	5.76	0.76	6.50	5.72	0.78	6.63	5.81	0.82	6.50	5.50	1.00

37. Seldom get "run-around" on campus.	6.33	5.24	1.09	6.30	5.05	1.25	6.35	5.45	0.90	6.25	5.04	1.21
39. The campus is well-maintained.	6.42	6.04	0.38	6.32	5.83	0.49	6.47	5.53	0.94	6.08	6.08	0.00

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State Fair CC-Paper - Target Report 6-
Campus Items - 12/2010

Student Satisfaction Inventory Form B

Institutional Summary

	State Fair Community College-Paper	National Community Colleges (Form B)	LOZ - Answer 3	WAFB - Answer 4
Summary				
So far, how has your college experience met your expectations?	4.63	4.80	4.59	4.87
1=Much worse than expected	1%	1%	3%	0%
2=Quite a bit worse than I expected	1%	1%	0%	3%
3=Worse than I expected	7%	7%	9%	3%
4=About what I expected	43%	37%	37%	40%
5=Better than I expected	24%	24%	34%	26%
6=Quite a bit better than I expected	10%	12%	3%	10%
7=Much better than expected	11%	15%	12%	16%
Rate your overall satisfaction with your experience here thus far.	5.38	5.48	5.22	5.60
1=Not satisfied at all	1%	1%	6%	0%
2=Not very satisfied	2%	2%	3%	0%
3=Somewhat dissatisfied	5%	5%	6%	6%
4=Neutral	11%	11%	9%	6%
5=Somewhat satisfied	18%	17%	15%	20%
6=Satisfied	45%	42%	40%	53%
7=Very satisfied	14%	20%	18%	13%
All in all, if you had to do it over, would you enroll here again?	5.58	5.76	5.50	5.97
1=Definitely not	3%	2%	6%	0%
2=Probably not	3%	3%	3%	0%
3=Maybe not	4%	3%	6%	0%
4=I don't know	9%	8%	6%	16%
5=Maybe yes	11%	10%	12%	10%
6=Probably yes	34%	32%	28%	33%
7=Definitely yes	33%	39%	37%	40%

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