Merritt College - 4/2011 Strategic Planning Overview

Strengths and Challenges Strengths 18. The quality of instruction I receive in most of my classes is excellent. 8. Classes are scheduled at times that are convenient for me. 77. Campus item 7

- 70. I am able to experience intellectual growth here.
- 69. There is a good variety of courses provided on this campus
- 03. There is a good variety of courses provided on this campus.
- 32. My academic advisor is knowledgeable about my program requirements.
- $58. \ \mbox{Nearly all of the faculty are knowledgeable in their fields.}$
- 66. Program requirements are clear and reasonable.
- 78. Campus item 8
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 28. It is an enjoyable experience to be a student on this campus
- 61. Faculty are usually available after class and during office hours.
- 6. My academic advisor is approachable.
- 68. On the whole, the campus is well-maintained.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 79. Campus item 9

Challenges

- 15. I am able to register for classes I need with few conflicts.
- 52. This school does whatever it can to help me reach my educational goals.
- 7. Adequate financial aid is available for most students.
- 76. Campus item 6
- 14. Library resources and services are adequate.
- 16. The college shows concern for students as individuals.
- 75. Campus item 5
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 5. The personnel involved in registration are helpful.
- 20. Financial aid counselors are helpful
- 65. Students are notified early in the term if they are doing poorly in a class.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 72. Campus item 2

Benchmarks

Higher Satisfaction vs. National Community Colleges

40. My academic advisor is knowledgeable about the transfer requirements of other schools.

Lower Satisfaction vs. National Community Colleges

- 8. Classes are scheduled at times that are convenient for me.
- 15. I am able to register for classes I need with few conflicts.
- 70. I am able to experience intellectual growth here.
- 69. There is a good variety of courses provided on this campus
- 31. The campus is safe and secure for all students.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 66. Program requirements are clear and reasonable
- 52. This school does whatever it can to help me reach my educational goals.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 41. Admissions staff are knowledgeable.
- 28. It is an enjoyable experience to be a student on this campus.
- 61. Faculty are usually available after class and during office hours.
- 7. Adequate financial aid is available for most students.
- 6. My academic advisor is approachable.
- 68. On the whole, the campus is well-maintained.
- 36. Students are made to feel welcome on this campus.
- 14. Library resources and services are adequate.
- 46. Faculty provide timely feedback about student progress in a course
- 51. There are convenient ways of paying my school bill.
- 16. The college shows concern for students as individuals.
- 48. Counseling staff care about students as individuals.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 43. Class change (drop/add) policies are reasonable.
- 5. The personnel involved in registration are helpful.
- 47. There are adequate services to help me decide upon a career.
- 20. Financial aid counselors are helpful.
- 56. The business office is open during hours which are convenient for most students.
- 65. Students are notified early in the term if they are doing poorly in a class.

1				
Hiaher	Importance	vs. National	Community	Colleges

- 12. My academic advisor helps me set goals to work toward.
- 24. Parking lots are well-lighted and secure.
- 25. My academic advisor is concerned about my success as an individual.
- 48. Counseling staff care about students as individuals.

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Merritt College - 4/2011 Institutional Summary

2. Faculty care about me as an individual. 3. The quality of intrarection in the vocation/technical programs is excellent. 4. Security staff are helpful. 4. Security staff are helpful. 5. The personnel involved in registration are helpful. 6. Co. S. 1, 2, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,		Merritt College		Natio	nal Commur Colleges	nity		
2 πουίτης care about me as an individuals. 5.98 0.11 / 1.07 0.1	<u>Item</u>	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
3. The equality of instructions in the vocational/technical programs is excellent. 5.11 \$2.47 (1.48) 0.7 5.05 5.05 4.07 (1.33) 6.14 0.17 (1.35) 5.05 5.05 (1.31) 0.10 (1.35)	1. Most students feel a sense of belonging here.	5.68	5.10 / 1.54	0.58	5.49	5.31 / 1.37	0.18	-0.21 ***
4. Security starf are helpful. 5.74 6.55 1.75 1.17 5.56 4.87 1.70 6.92 -0.40 -0	2. Faculty care about me as an individual.	5.98	5.01 / 1.67	0.97	5.97	5.38 / 1.40	0.59	-0.37 ***
5. The personnel involved in registration are helpful. 6.20 6.17, 1.90 1.57 2.00 5.16 / 1.60 0.20 -0.27 ************************************	3. The quality of instruction in the vocational/technical programs is excellent.	6.11	5.24 / 1.48	0.87	6.05	5.41 / 1.33	0.64	-0.17 **
6. My accelemic activisor is approachable. 6.70 6.14 1.08 1.12 6.22 5.41 1.00 0.10 1.00 1.	4. Security staff are helpful.	5.74	4.55 / 1.71	1.19	5.56	4.95 / 1.57	0.61	-0.40 ***
7. Addequate framedial ali is available for most students. 6.72 4.44 (1.97) [1.93] 6.22 5.16 (1.69) 1.09 -0.72 ************************************	5. The personnel involved in registration are helpful.	6.20	4.63 / 1.90	1.57	6.18	5.36 / 1.54	0.82	-0.73 ***
Secure sear sear sear sear sear sear sear se	6. My academic advisor is approachable.	6.26	5.14 / 1.68	1.12	6.22	5.41 / 1.60	0.81	-0.27 ***
9. Internables or practical experiences are provided in my degree/certificate program. 1. Security staff respond quickly in emergencies. 1. Security resources and services are adequate. 1. Security resources are security. 1. Security resources are adequate. 1. Security resources are adequated. 1. Security resources are an individual. 1. Security resources are an individual. 1. Security resources are an individual. 1. Security resources are adequated. 1. Security resources are an individual. 1. Security resource are adequated and secure. 1. Security resources are adequated and secure. 1. Security resources are an individual. 1. Securi	7. Adequate financial aid is available for most students.	6.27	4.44 / 1.97	1.83	6.22	5.16 / 1.69	1.06	-0.72 ***
10. Files care facilities are available on campus. 5.24 4.79 1.51 0.64 4.54 4.44 1.06 0.10 0.35 1.25 0.50 0.27 1.25 1.2	8. Classes are scheduled at times that are convenient for me.	6.51	5.19 / 1.62	1.32	6.43	5.45 / 1.51	0.98	-0.26 ***
11. Security staff respond quickly in emergencies.	9. Internships or practical experiences are provided in my degree/certificate program.	6.15	4.92 / 1.81	1.23	5.91	5.02 / 1.55	0.89	-0.10
12. My academic advisor helps me set goals to work toward. 5.09 5.09 1.77 1.25 5.00 5.02 1.77 5.08 5.08 5.09 1.00 5.08 5.09 5.00 5.	10. Child care facilities are available on campus.	5.24	4.79 / 1.51	0.45	4.54	4.44 / 1.64	0.10	0.35 ***
13. Financial aid awards are amounced to students in time to be helpful in college planning. 14. Library resources and services are adequate. 15. I am able to register for classes I need with few conflicts. 16. The college shows concern for students as individuals. 17. Personnell in the Veterans' Services program are helpful. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes is excellent. 18. The unity of instruction I receive in most of my classes in a classe of study are as on amount of a classes in a classes of study are as an individual. 18. The unity of instruction I receive in most of my classes in a classes of the provides students of thin classes. 18. The instruction I receive in most of my	11. Security staff respond quickly in emergencies.	6.02	4.70 / 1.56	1.32	5.93	4.93 / 1.46	1.00	-0.23 **
1. Library resources and services are adequate. 6.19 4.04 4.08 1.50 6.10 5.00 1.30 0.50 0.00 1.50	12. My academic advisor helps me set goals to work toward.	6.30	5.05 / 1.72	1.25	6.00	5.02 / 1.70	0.98	0.03
15.1 am able to register for classes I need with few conflicts. 6.47		6.15	4.03 / 2.01	2.12	6.06	4.91 / 1.68	1.15	-0.88 ***
1.5. The college shows concern for students as individuals.	14. Library resources and services are adequate.	6.23	4.64 / 1.80	1.59	6.13	5.60 / 1.36	0.53	-0.96 ***
12. Personnel in the Vaterans' Services program are helpful.	15. I am able to register for classes I need with few conflicts.		4.79 / 1.89	1.68	6.36	5.41 / 1.52	0.95	
13. The quality of instruction I receive in most of my classes is excellent.	16. The college shows concern for students as individuals.	6.22		1.71	6.10	5.14 / 1.53	0.96	-0.63 ***
19. This campus provides effective support services for displaced homemakers. 6.54	17. Personnel in the Veterans' Services program are helpful.	4.94	4.52 / 1.36	0.42	4.72	4.60 / 1.37	0.12	-0.08
20. Financial aid courseiors are helpful. 6.16 4.40 f.1.88 1.76 6.07 5.04 f.1.67 1.03 -0.64 *** 21. There are a sufficient number of study areas on campus. 6.11 4.76 f.1.72 1.35 5.99 5.38 f.1.87 1.061 -0.62 *** 22. People on this campus respect and are supportive of each other. 6.01 4.96 f.1.51 1.05 5.99 5.38 f.1.81 0.61 -0.62 *** 23. Faculty are understanding of students' unique life circumstances. 6.13 5.07 f.1.51 1.08 6.13 5.24 f.1.51 0.09 -0.13 *** 24. Parking lost are well-lighted and secure. 6.29 4.98 f.1.55 1.08 6.13 5.24 f.1.51 0.09 -0.17 *** 25. My academic advisor is concerned about my success as an individual. 6.29 5.17 f.1.68 1.08 6.11 5.07 f.1.69 1.04 -0.06 1.08 1.	18. The quality of instruction I receive in most of my classes is excellent.	6.55		1.06	6.42	,		
22. Precipe on this campus respect and are supportive of each other. 6.01	19. This campus provides effective support services for displaced homemakers.	5.45	4.60 / 1.53	0.85	5.13	4.77 / 1.37	0.36	-0.17 *
22. People on this campus respect and are supportive of each other. 6.01	20. Financial aid counselors are helpful.	6.16	4.40 / 1.88	1.76	6.07	5.04 / 1.67	1.03	-0.64 ***
23. Faculty are understanding of students' unique life circumstances.	21. There are a sufficient number of study areas on campus.	6.11	4.76 / 1.72	1.35	5.99	5.38 / 1.51	0.61	-0.62 ***
24. Parking lots are well-lighted and secure. 6.29 4.98 / 1.65 1.31 6.12 5.11 / 1.64 1.01 -0.13	22. People on this campus respect and are supportive of each other.	6.01	4.96 / 1.50	1.05	5.95	5.29 / 1.39	0.66	-0.33 ***
25. My academic advisor is concerned about my success as an individual. 6.29 5.01 / 1.68 1.28 6.11 5.07 / 1.59 1.04 -0.05	23. Faculty are understanding of students' unique life circumstances.	6.15	5.07 / 1.51	1.08	6.13	5.24 / 1.51	0.89	-0.17 *
22. Library staff are helpful and approachable. 6.07 5.17 1.48 0.90 5.95 5.54 1.39 0.41 0.33 1.77	24. Parking lots are well-lighted and secure.	6.29	4.98 / 1.65	1.31	6.12	5.11 / 1.64	1.01	-0.13
22. The campus staff are carring and helpful. 6.12 4.91 / 1.51 1.21 6.05 5.45 / 1.32 0.62 -0.14 **** 23. Faculty are fair and unbiased in their treatment of individual students. 6.30 5.18 / 1.55 1.21 6.05 5.38 / 1.48 0.87 -0.20 *** 23. Faculty are fair and unbiased in their treatment of individual students. 6.30 5.18 / 1.55 1.21 6.25 5.38 / 1.48 0.87 -0.20 *** 23. Carring and the students. 6.30 5.18 / 1.55 1.21 6.25 5.38 / 1.48 0.87 -0.20 *** 23. My academic advisor is knowledgeable about my program requirements. 6.37 5.28 / 1.61 0.09 6.29 5.37 / 1.64 0.92 -0.09 *** 23. Admissions counselors accurately portray the campus in their recruiting practices. 7.66 7.67 / 1.51 0.57 7.51 / 1.31 0.75 0.64 -0.46 **** 23. Admissions counselors accurately portray the campus in their recruiting practices. 7.66 7.67 / 1.51 0.57 7.51 / 1.31 0.64 -0.46 **** 23. Admissions counselors accurately portray the campus in their recruiting practices. 7.66 7.67 / 1.51 0.57 7.51 / 1.51 0.64 -0.46 **** 23. Computer labs are adequate and accessible. 7.66 7.67 / 1.51 0.57 0.55 / 1.51 0.64 -0.46 **** 24. Computer labs are adequated and accessible. 7.66 7.67 / 1.51 0.57 0.55 / 1.52 0.64 -0.46 **** 25. Policies and procedures regarding registration and course selection are clear and well-publicized. 7.61 0.57 / 1.51 0.57 0.58 / 1.52 0.64 -0.46 **** 25. Policies and procedures regarding registration and course selection are clear and well-publicized. 7.61 0.57 / 1.51 0.57 0.58 / 1.52 0.64 0.65 0.65 / 1.52 0.65 0.	25. My academic advisor is concerned about my success as an individual.	6.29	5.01 / 1.68	1.28	6.11	5.07 / 1.69	1.04	-0.06
28. It is an enjoyable experience to be a student on this campus. 6.27 5.35 / 1.48 0.92 6.14 5.52 / 1.41 0.62 -0.17 *** 29. Faculty are fair and unbiased in their treatment of individual students. 6.01 4.57 / 1.53 1.44 5.85 / 3.89 / 1.48 0.82 -0.20 *** 31. The campus is safe and secure for all students. 6.37 5.06 / 1.54 1.31 0.90 6.29 5.57 / 1.40 0.92 -0.49 *** 32. My academic advisor is knowledgeable about my program requirements. 6.37 5.06 / 1.51 1.09 6.29 5.37 / 1.64 0.92 -0.49 **** 33. Admissions counselors accurately portray the campus in their recruiting practices. 5.86 4.70 / 1.51 1.00 6.77 5.13 / 1.42 0.64 -0.47 *** 34. Computer labs are adequate and accessible. 6.14 5.09 / 1.58 1.41 6.16 5.55 / 1.43 0.73 -0.64 -0.37 -0.63 **** 35. Policies and procedures regarding registration and course selection are clear and well problems and procedures regarding registration and course selection are clear and well problems and procedures regarding registration and course selection are clear and well problems are readily selections on their selecti	26. Library staff are helpful and approachable.	6.07	5.17 / 1.48	0.90	5.95	5.54 / 1.39	0.41	-0.37 ***
29. Faculty are fair and unbiased in their treatment of individual students. 6.30 5.18 / 1.55 1.12 6.25 5.38 / 1.48 0.87 -0.20 *** -0.20 *** -0.20 **** -0.20 **** -0.20 **** -0.20 **** -0.20 *** -0.20 **** -0.20 **** -0.20 **** -0.20 **** -0.20 *** -0.20 **** -0.20 **** -0.20 **** -0.20 **** -0.20 *** -0.20 **** -0.20 **** -0.20 **** -0.20 **** -0.20 *** -0.20 **** -0.20 **** -0.20 **** -0.20 **** -0.20 *** -0.20 **** -0.20 **** -0.20 **** -0.20 **** -0.20 *** -0.20 **** -0.20 **** -0.20 **** -0.20 **** -0.20 *** -0.20 **** -0.20 **** -0.20 **** -0.20 **** -0.20 *** -0.20 **** -0.20 **** -0.20 **** -0.20 **** -0.20 **	27. The campus staff are caring and helpful.	6.12	4.91 / 1.51	1.21	6.05	5.45 / 1.32	0.60	-0.54 ***
30. The career services office provides students with the help they need to get a job. 31. The campus is safe and secure for all students. 32. My academic advisors it knowledgeable about my program requirements. 33. Admissions counselors accurately portray the campus in their recruiting practices. 35. Policies and procedures regarding registration and course selection are clear and well-publicies. 35. Policies and procedures regarding registration and course selection are clear and well-publicies. 36. Evaluate the selection of the selection are clear and well-publicies. 37. Policies and procedures regarding registration and course selection are clear and well-publicies. 38. Students are made to feel welcome on this campus. 39. Evaluate the selection of the selection are clear and well-publicies. 39. Folicies and procedures regarding registration and course selection are clear and well-publicies. 30. Students are made to feel welcome on this campus. 30. Students are made to feel welcome on this campus. 30. Students are made to feel welcome on this campus. 31. The student consideration student differences as they teach a course. 32. Folicies and procedures regarding registration and course selection are clear and well-publicies. 33. The student consideration student differences as they teach a course. 34. The student center is a comfortable place for students to spend their leisure time. 35. The student center is a comfortable place for students to spend their leisure time. 36. Students are knowledgeable about the transfer requirements of other solutions of students parking space on campus is adequate. 37. The student parking space on campus is adequate. 38. The student parking space on campus is adequate. 39. The admount of student parking space on campus is adequate. 39. The student parking space on campus is adequate. 39. The student parking space on campus is adequate. 39. The student parking space on campus is adequate. 39. The student parking space on campus is adequate. 39. The s	28. It is an enjoyable experience to be a student on this campus.	6.27	5.35 / 1.48	0.92	6.14	5.52 / 1.41	0.62	-0.17 **
31. The campus is safe and secure for all students. 32. My academic advisor is knowledgeable about my program requirements. 35. Admissions counselors accurately portray the campus in their recruiting practices. 35. Admissions counselors accurately portray the campus in their recruiting practices. 35. Policies and procedures regarding registration and course selection are clear and well-policized. 35. Policies and procedures regarding registration and course selection are clear and well-policized. 36. Students are made to feel welcome on this campus. 36. Students are made to feel welcome on this campus. 37. Faculty take into consideration student differences as they teach a course. 38. The student center is a comfortable place for students to spend their leisure time. 39. The amount of student parking space on campus is adequate. 40. My academic advisor is knowledgeable about the transfer requirements of other schools. 41. Admissions staff are knowledgeable about the transfer requirements of the schools. 42. The equipment in the lab facilities is kept up to date. 43. Cause change (droy/add) policies are reasonable. 44. I generally know what's happening on campus. 45. This institution has a good reputation within the community. 46. Faculty providet timely feedback about student progress in a course. 47. There are adequate services to help me decide upon a career. 48. Counseling staff care about students as individuals. 49. Counseling staff care about students as individuals. 40. Counseling staff care about students as individuals. 40. Counseling staff care about students are reasonable. 41. Admissions counselors respond to prospective students' unique needs and requests. 41. There are convenient ways of paying my school bill. 42. There are convenient ways of paying my school bill. 43. Counseling staff care about students as individuals. 44. Famerally know what's happening on campus. 45. This institution has a good reputation within the community. 46. Faculty providet timely feedback about students on a course. 47	29. Faculty are fair and unbiased in their treatment of individual students.	6.30		1.12	6.25	5.38 / 1.48	0.87	-0.20 **
32. My academic advisor is knowledgeable about my program requirements. 6.37 5.28 / 1.61 1.09 6.29 5.37 / 1.64 0.92 -0.09 33. Admissions counselors accurately portray the campus in their recruiting practices. 5.16 6.4 7.6 / 1.15 1.10 5.77 5.13 / 1.42 0.64 -0.37 **** 35. Policies and procedures regarding registration and course selection are clear and well-publicized. 35. Policies and procedures regarding registration and course selection are clear and well-publicized. 36. Students are made to feel welcome on this campus. 37. Faculty take into consideration student differences as they teach a course. 38. The student center is a comfortable place for students to spend their leisure time. 39. The amount of student parking space on campus is adequate. 40. My academic advisor is knowledgeable about the transfer requirements of other closes are reasonable. 41. Admissions staff are knowledgeable. 42. The equipment in the lab facilities is kept up to date. 43. Canguer in the lab facilities is kept up to date. 44. I generally know what's happening on campus. 45. This institution has a good reputation within the community. 46. Faculty provide timely feedback about student progress in a course. 47. The equipment in the lab facilities are reasonable. 48. Counseling staff care about students as individuals. 48. Counseling staff care about students as individuals. 49. Almissions counselors respond to prospective students' unique needs and requests. 51. There are adequate services to help me decide upon a career. 49. Admissions counselors respond to prospective students' unique needs and requests. 51. There are convenient ways of paying my school bill. 52. This school does whatever it can to help me reach my decidence and requests. 53. The assessment and course placement procedures are reasonable. 40. Almissions counselors respond to prospective students' unique needs and requests. 51. There are convenient ways of paying my school bill. 52. This school does whatever it can to help me reach my decid	30. The career services office provides students with the help they need to get a job.	6.01	4.57 / 1.53	1.44	5.87	4.99 / 1.45	0.88	-0.42 ***
33. Admissions counselors accurately portray the campus in their recruiting practices. 5.86 4.76 / 1.51 1.10 5.77 5.13 / 1.42 0.64 0.37 *** 34. Computer labs are adequate and accessible. 5.87 5.09 1.50 1.50 5.50 5.50 5.50 5.50 5.50 0.50 0	31. The campus is safe and secure for all students.	6.37	5.06 / 1.54	1.31	6.30	5.55 / 1.34		-0.49 ***
34. Computer labs are adequate and accessible. 5. Policies and procedures regarding registration and course selection are clear and well publicized. 5. Policies and procedures regarding registration and course selection are clear and well publicized. 5. Students are made to feel welcome on this campus. 5. Students are made to feel welcome on this campus. 5. The amount of student consideration student differences as they teach a course. 6. C. 2 S. 19. 1.5 S. 1.0 S. 5.8 J. 1.3 S. 7. S. 1.0 S. 7. S. S. 7.	32. My academic advisor is knowledgeable about my program requirements.	6.37	5.28 / 1.61	1.09	6.29	5.37 / 1.64	0.92	
3.5. Policies and procedures regarding registration and course selection are clear and well publicized. 6.21 4.80 / 1.68 1.41 6.16 5.43 / 1.43 0.73 -0.63 ************************************	33. Admissions counselors accurately portray the campus in their recruiting practices.	5.86	4.76 / 1.51	1.10	5.77	5.13 / 1.42	0.64	-0.37 ***
Section Sect	34. Computer labs are adequate and accessible.	6.14	5.09 / 1.57	1.05	6.19	5.55 / 1.45	0.64	
37. Faculty take into consideration student differences as they teach a course. 6.12	35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.21	4.80 / 1.68	1.41	6.16	5.43 / 1.43	0.73	-0.63 ***
38. The student center is a comfortable place for students to spend their leisure time. 5.95 5.07 1.45 5.69 5.22 1.47 0.47 0.59	36. Students are made to feel welcome on this campus.	6.24	5.13 / 1.58	1.11	6.15	5.58 / 1.35	0.57	-0.45 ***
39. The amount of student parking space on campus is adequate. 40. My academic advisor is knowledgeable about the transfer requirements of other schools. 41. Admissions staff are knowledgeable. 42. The equipment in the lab facilities is kept up to date. 43. Class change (droy/add) policies are reasonable. 44. I generally know what's happening on campus. 45. This institution has a good reputation within the community. 47. There are adequate services to help me decide upon a career. 48. Counseling staff care about students as individuals. 48. Counseling staff care about students as individuals. 49. Admissions counselors respond to prospective students' unique needs and requests. 49. Admissions counselors respond to prospective students' unique needs and requests. 51. There are convenient ways of paying my school bill. 52. This school does whatever it can to help me reach my educational goals. 53. The assessment and course placement procedures are reasonable. 6.00 4.85 / 1.59 1.51 6.15 5.34 / 1.45 0.65 -0.14 ***** 53. The assessment and course placement procedures are reasonable. 6.01 4.86 / 1.57 1.57 6.15 5.47 / 1.47 0.68 -0.17 **** 54. Faculty are interested in my academic problems. 6.02 4.82 / 1.57 1.57 6.15 5.47 / 1.47 0.68 -0.43 ***** 54. Faculty are interested in my academic problems. 6.03 4.88 / 1.57 1.57 1.57 6.15 5.47 / 1.47 0.68 -0.43 ***** 55. Academic support services adequately meet the needs of students. 6.04 4.88 / 1.57 1.57 1.57 6.25 5.28 / 1.37 0.64 -0.43 ***** 56. The business office is open during hours which are convenient for most students. 6.10 4.88 / 1.67 1.8 6.01 5.28 / 1.48 0.03 5.29 / 1.47 0.64 -0.53 **** 57. Administrators are approachable to students. 6.11 4.88 / 1.67 1.8 6.01 5.28 / 1.48 0.04 -0.53 **** 58. Nearly all of the faculty are knowledgeable in their fields.	37. Faculty take into consideration student differences as they teach a course.	6.12	5.09 / 1.50	1.03	6.06	5.23 / 1.45	0.83	-0.14 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools. 41. Admissions staff are knowledgeable. 6.29 4.98 / 1.66 1.31 6.15 5.39 / 1.42 0.76 -0.41 **** 42. The equipment in the lab facilities is kept up to date. 6.07 4.59 / 1.65 1.48 6.13 5.44 / 1.41 0.69 -0.85 **** 43. Class change (drop/add) policies are reasonable. 6.20 4.99 / 1.62 1.21 6.10 5.45 / 1.46 0.65 -0.46 **** 44. I generally know what's happening on campus. 6.07 5.14 / 1.34 / 1.71 1.37 5.54 4.98 / 1.52 0.56 -0.64 **** 45. This institution has a good reputation within the community. 6.07 5.14 / 1.55 0.93 6.05 5.64 / 1.34 0.14 -0.50 **** 46. Faculty provide timely feedback about student progress in a course. 6.23 5.00 / 1.63 1.23 6.19 5.30 / 1.47 0.89 -0.30 **** 47. There are adequate services to help me decide upon a career. 6.17 4.86 / 1.66 1.31 6.05 5.21 / 1.47 0.84 -0.35 **** 48. Courseling staff care about students as individuals. 6.22 5.02 / 1.67 1.20 6.04 5.19 / 1.52 0.85 -0.17 ** 49. Admissions counselors respond to prospective students' unique needs and requests. 6.18 5.06 / 1.59 1.09 5.99 5.44 / 1.43 0.55 -0.38 *** 50. Tutoring services are readily available. 6.19 5.06 / 1.59 1.09 5.99 5.44 / 1.43 0.55 -0.38 *** 51. There are convenient ways of paying my school bill. 6.20 5.07 / 1.54 1.00 6.02 5.33 / 1.42 0.69 -0.43 **** 52. This school does whatever it can to help me reach my educational goals. 6.07 5.07 / 1.54 1.00 6.02 5.33 / 1.42 0.69 -0.26 *** 54. Faculty are interested in my academic problems. 6.08 4.85 / 1.59 1.21 6.03 5.39 / 1.46 0.84 -0.34 *** 55. Academic support services adequately meet the needs of students. 6.09 4.82 / 1.50 1.00 6.00 5.28 / 1.37 0.7 0.7 0.0 6.01 5.28 / 1.37 0.7 0.0 6.01 5.28 / 1.37 0.7 0.0 6.01 5.28 / 1.37 0.7 0.0 6.01 5.00 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.	38. The student center is a comfortable place for students to spend their leisure time.	5.95	5.10 / 1.45	0.85	5.69	5.22 / 1.47	0.47	-0.12
schools. 6.22 5.30 / 1.53 0.92 6.13 5.12 / 1.63 1.17 / 1.63 1.05 41. Admissions staff are knowledgeable. 6.29 4.98 / 1.65 1.31 6.15 5.39 / 1.42 0.76 -0.41 **** 42. The equipment in the lab facilities is kept up to date. 6.07 4.59 / 1.65 1.48 6.13 5.44 / 1.41 0.69 -0.85 **** 43. Class change (drop/add) policies are reasonable. 6.00 4.99 / 1.62 1.21 6.10 5.45 / 1.46 0.65 -0.46 **** 44. I generally know what's happening on campus. 5.71 4.34 / 1.75 0.93 6.05 5.64 / 1.34 0.41 -0.50 **** 45. This institution has a good reputation within the community. 6.07 5.14 / 1.55 0.93 6.05 5.64 / 1.34 0.41 -0.50 **** 46. Faculty provide timely feedback about student progress in a course. 6.23 5.00 / 1.63 1.23 6.19 5.30 / 1.47 0.84 -0.30 **** 47. There are adequate services to help me decide upon a career. 6.17 4.86 / 1.66 1.31 6.05 5.21 / 1.47 0.84 -0.33 **** 49. Admissions counselors respond to prospective	39. The amount of student parking space on campus is adequate.	6.14	5.03 / 1.72	1.11	6.18	4.44 / 1.99	1.74	0.59 ***
42. The equipment in the lab facilities is kept up to date. 6.07		6.22	5.30 / 1.53	0.92	6.15	5.12 / 1.63	1.03	0.18 *
43. Class change (drop/add) policies are reasonable. 6.20	41. Admissions staff are knowledgeable.	6.29	4.98 / 1.66	1.31	6.15	5.39 / 1.42	0.76	-0.41 ***
44. I generally know what's happening on campus. 5.71 4.34 / 1.71 1.37 5.54 4.98 / 1.52 0.56 -0.64 *** 45. This institution has a good reputation within the community. 6.07 5.14 / 1.55 0.93 6.05 5.64 / 1.34 0.41 -0.50 *** 46. Faculty provide timely feedback about student progress in a course. 6.23 5.00 / 1.63 1.23 6.19 5.30 / 1.47 0.89 -0.30 *** 47. There are adequate services to help me decide upon a career. 6.17 4.86 / 1.66 1.31 6.05 5.21 / 1.47 0.84 -0.35 *** 48. Counseling staff care about students as individuals. 6.22 5.02 / 1.67 1.20 6.04 5.19 / 1.52 0.85 -0.17 * 49. Admissions counselors respond to prospective students' unique needs and requests. 6.12 4.81 / 1.61 1.31 5.97 5.18 / 1.46 0.79 -0.37 *** 50. Tutoring services are readily available. 6.15 5.06 / 1.59 1.09 5.99 5.44 / 1.43 0.55 -0.38 *** 51. There are convenient ways of paying my school bill. 6.23 5.06 / 1.71 1.17 6.15 5.47 / 1.47 0.68 -0.41 *** 52. This school does whatever it can to help me reach my educational goals. 53. The assessment and course placement procedures are reasonable. 6.06 4.82 / 1.57 1.20 6.00 5.23 / 1.48 0.96 -0.26 *** 54. Faculty are interested in my academic problems. 55. Academic support services adequately meet the needs of students. 6.06 4.88 / 1.57 1.20 6.00 5.28 / 1.46 0.73 -0.46 *** 55. The business office is open during hours which are convenient for most students. 6.16 4.88 / 1.57 1.20 6.00 5.28 / 1.46 0.73 -0.51 *** 57. Administrators are approachable to students. 6.17 4.74 / 1.61 1.18 5.81 5.25 / 1.48 0.56 -0.51 *** 58. Nearly all of the faculty are knowledgeable in their fields. 59. New student orientation services help students adjust to college.	42. The equipment in the lab facilities is kept up to date.	6.07			6.13	5.44 / 1.41	0.69	-0.85 ***
45. This institution has a good reputation within the community. 6.07 5.14 / 1.55 0.93 6.05 5.64 / 1.34 0.41 -0.50 *** 46. Faculty provide timely feedback about student progress in a course. 6.23 5.00 / 1.63 1.23 6.19 5.30 / 1.47 0.89 -0.30 *** 47. There are adequate services to help me decide upon a career. 6.17 4.86 / 1.66 1.31 6.05 5.21 / 1.47 0.84 -0.35 *** 48. Counseling staff care about students as individuals. 6.22 5.02 / 1.67 1.20 6.04 5.19 / 1.52 0.85 -0.17 * 49. Admissions counselors respond to prospective students' unique needs and requests. 6.12 4.81 / 1.61 1.31 5.97 5.18 / 1.46 0.79 -0.37 *** 50. Tutoring services are readily available. 6.15 5.06 / 1.59 1.09 5.99 5.44 / 1.43 0.55 -0.38 *** 51. There are convenient ways of paying my school bill. 6.23 5.06 / 1.71 1.17 6.15 5.47 / 1.47 0.68 -0.41 *** 52. This school does whatever it can to help me reach my educational goals. 6.32 4.82 / 1.67 1.50 6.21 5.25 / 1.48 0.96 -0.43 *** 53. The assessment and course placement procedures are reasonable. 6.06 4.85 / 1.59 1.21 6.03 5.19 / 1.46 0.84 -0.34 *** 54. Faculty are interested in my academic problems. 55. Academic support services adequately meet the needs of students. 6.02 4.82 / 1.51 1.20 6.00 5.28 / 1.37 0.72 -0.46 *** 55. The business office is open during hours which are convenient for most students. 6.16 4.88 / 1.67 1.28 6.03 5.39 / 1.43 0.64 -0.51 *** 57. Administrators are approachable to students. 6.17 4.70 / 1.70 1.70	43. Class change (drop/add) policies are reasonable.	6.20	4.99 / 1.62	1.21	6.10	5.45 / 1.46	0.65	-0.46 ***
46. Faculty provide timely feedback about student progress in a course. 47. There are adequate services to help me decide upon a career. 48. Counseling staff care about students as individuals. 49. Admissions counselors respond to prospective students' unique needs and requests. 49. Admissions counselors respond to prospective students' unique needs and requests. 50. Tutoring services are readily available. 51. There are convenient ways of paying my school bill. 52. This school does whatever it can to help me reach my educational goals. 53. The assessment and course placement procedures are reasonable. 54. Faculty are interested in my academic problems. 55. Academic support services adequately meet the needs of students. 56. The business office is open during hours which are convenient for most students. 57. Administrators are approachable to students. 58. Nearly all of the faculty are knowledgeable in their fields. 59. New student orientation services help students adjust to college. 50. The students adjust to college. 50. The business of fice is open during hours which are college. 50. The business of the students adjust to college. 50. The business of the students adjust to college. 50. The business of the students adjust to college. 50. The business of the students adjust to college. 50. The business of the students adjust to college. 50. The business of the students adjust to college. 50. The business of the students adjust to college. 50. The business of the students adjust to college. 50. The business of the students adjust to college. 50. The business of the students adjust to college. 50. The business of the students adjust to college. 50. The business of the students adjust to college. 50. The business of the students adjust to college. 50. The business of the students adjust to college. 50. The business of the students adjust to college. 50. The business of the students adjust to college. 50. The business of the students adjust to college. 50. The business of the stu	44. I generally know what's happening on campus.	5.71	4.34 / 1.71	1.37	5.54	4.98 / 1.52	0.56	-0.64 ***
47. There are adequate services to help me decide upon a career. 6.17	45. This institution has a good reputation within the community.	6.07	5.14 / 1.55	0.93	6.05	5.64 / 1.34	0.41	
48. Counseling staff care about students as individuals. 6.22 5.02 / 1.67 1.20 6.04 5.19 / 1.52 0.85 -0.17 * 49. Admissions counselors respond to prospective students' unique needs and requests. 6.12 4.81 / 1.61 1.31 5.97 5.18 / 1.46 0.79 -0.37 *** 50. Tutoring services are readily available. 6.15 5.06 / 1.59 1.09 5.99 5.44 / 1.43 0.55 -0.38 *** 51. There are convenient ways of paying my school bill. 6.23 5.06 / 1.71 1.17 6.15 5.47 / 1.47 0.68 -0.41 *** 52. This school does whatever it can to help me reach my educational goals. 6.32 4.82 / 1.67 1.50 6.21 5.25 / 1.48 0.96 -0.43 *** 53. The assessment and course placement procedures are reasonable. 6.07 5.07 / 1.54 1.00 6.02 5.33 / 1.42 0.69 -0.26 *** 54. Faculty are interested in my academic problems. 6.08 4.85 / 1.59 1.21 6.03 5.19 / 1.46 0.84 -0.34 *** 55. A cademic support services adequately meet the needs of students. 6.09 4.82 / 1.51 1.20 6.00 5.28 / 1.37 0.72 -0.46 *** 56. The business office is open during hours which are convenient for most students. 6.10 4.88 / 1.67 1.28 6.03 5.39 / 1.43 0.64 -0.51 *** 57. Administrators are approachable to students. 6.13 4.75 / 1.70 1.38 6.01 5.28 / 1.46 0.73 -0.53 *** 58. Nearly all of the faculty are knowledgeable in their fields. 59. New student orientation services help students adjust to college.	46. Faculty provide timely feedback about student progress in a course.			_				
49. Admissions counselors respond to prospective students' unique needs and requests. 6.12	47. There are adequate services to help me decide upon a career.	6.17	4.86 / 1.66	1.31	6.05	5.21 / 1.47	0.84	-0.35 ***
50. Tutoring services are readily available. 6.15 5.06 / 1.59 1.09 5.99 5.44 / 1.43 0.55 -0.38 *** 51. There are convenient ways of paying my school bill. 6.23 5.06 / 1.71 1.17 6.15 5.47 / 1.47 0.68 -0.41 *** 52. This school does whatever it can to help me reach my educational goals. 6.32 4.82 / 1.67 1.50 6.21 5.25 / 1.48 0.96 -0.43 *** 53. The assessment and course placement procedures are reasonable. 6.07 5.07 / 1.54 1.00 6.02 5.33 / 1.42 0.69 -0.26 *** 54. Faculty are interested in my academic problems. 6.06 4.85 / 1.59 1.21 6.03 5.19 / 1.46 0.84 -0.34 *** 55. A cademic support services adequately meet the needs of students. 6.02 4.82 / 1.51 1.20 6.00 5.28 / 1.37 0.72 -0.46 *** 56. The business office is open during hours which are convenient for most students. 6.16 4.88 / 1.67 1.28 6.03 5.39 / 1.43 0.64 -0.51 *** 57. Administrators are approachable to students. 6.13 4.75 / 1.70 1.38 6.01 5.28 / 1.46 0.73 -0.53 ***		6.22	5.02 / 1.67	_				
51. There are convenient ways of paying my school bill. 6.23 5.06 / 1.71 1.17 6.15 5.47 / 1.47 0.68 -0.41 *** 52. This school does whatever it can to help me reach my educational goals. 6.32 4.82 / 1.67 1.50 6.21 5.25 / 1.48 0.96 -0.43 *** 53. The assessment and course placement procedures are reasonable. 6.07 5.07 / 1.54 1.00 6.02 5.33 / 1.42 0.69 -0.26 *** 54. Faculty are interested in my academic problems. 6.06 4.85 / 1.59 1.21 6.03 5.19 / 1.46 0.84 -0.34 *** 55. A cademic support services adequately meet the needs of students. 6.02 4.82 / 1.51 1.20 6.00 5.28 / 1.37 0.72 -0.46 *** 56. The business office is open during hours which are convenient for most students. 6.16 4.88 / 1.67 1.28 6.03 5.39 / 1.43 0.64 -0.51 *** 57. Administrators are approachable to students. 6.13 4.75 / 1.70 1.38 6.01 5.28 / 1.46 0.73 -0.53 *** 58. Nearly all of the faculty are knowledgeable in their fields. 6.35 5.28 / 1.50 1.07 6.32 5.68 / 1.31 0.64				_				
52. This school does whatever it can to help me reach my educational goals. 6.32 4.82 / 1.67 1.50 6.21 5.25 / 1.48 0.96 -0.43 *** 53. The assessment and course placement procedures are reasonable. 6.07 5.07 / 1.54 1.00 6.02 5.33 / 1.42 0.69 -0.26 *** 54. Faculty are interested in my academic problems. 6.06 4.85 / 1.59 1.21 6.03 5.19 / 1.46 0.84 -0.34 *** 55. A cademic support services adequately meet the needs of students. 6.02 4.82 / 1.51 1.20 6.00 5.28 / 1.37 0.72 -0.46 *** 56. The business office is open during hours which are convenient for most students. 6.16 4.88 / 1.67 1.28 6.03 5.39 / 1.43 0.64 -0.51 *** 57. Administrators are approachable to students. 6.13 4.75 / 1.70 1.38 6.01 5.28 / 1.46 0.73 -0.53 *** 58. Nearly all of the faculty are knowledgeable in their fields. 6.35 5.28 / 1.50 1.07 6.32 5.68 / 1.31 0.64 -0.40 *** 59. New student orientation services help students adjust to college. 5.92 4.74 / 1.61 1.18 5.81 5.25 / 1.48 0	50. Tutoring services are readily available.			-				-0.38 ***
53. The assessment and course placement procedures are reasonable. 6.07 5.07 / 1.54 1.00 6.02 5.33 / 1.42 0.69 -0.26 *** 54. Faculty are interested in my academic problems. 6.06 4.85 / 1.59 1.21 6.03 5.19 / 1.46 0.84 -0.34 *** 55. A cademic support services adequately meet the needs of students. 6.02 4.82 / 1.51 1.20 6.00 5.28 / 1.37 0.72 -0.46 *** 56. The business office is open during hours which are convenient for most students. 6.16 4.88 / 1.67 1.28 6.03 5.39 / 1.43 0.64 -0.51 *** 57. Administrators are approachable to students. 6.13 4.75 / 1.70 1.38 6.01 5.28 / 1.46 0.73 -0.53 *** 58. Nearly all of the faculty are knowledgeable in their fields. 6.35 5.28 / 1.50 1.07 6.32 5.68 / 1.31 0.64 -0.40 *** 59. New student orientation services help students adjust to college. 5.92 4.74 / 1.61 1.18 5.81 5.25 / 1.48 0.56 -0.51 ***	51. There are convenient ways of paying my school bill.			_			0.68	
54. Faculty are interested in my academic problems. 6.06 4.85 / 1.59 1.21 6.03 5.19 / 1.46 0.84 -0.34 *** 55. Academic support services adequately meet the needs of students. 6.02 4.82 / 1.51 1.20 6.00 5.28 / 1.37 0.72 -0.46 *** 56. The business office is open during hours which are convenient for most students. 6.16 4.88 / 1.67 1.28 6.03 5.39 / 1.43 0.64 -0.51 *** 57. Administrators are approachable to students. 6.13 4.75 / 1.70 1.38 6.01 5.28 / 1.46 0.73 -0.53 *** 58. Nearly all of the faculty are knowledgeable in their fields. 6.35 5.28 / 1.50 1.07 6.32 5.68 / 1.31 0.64 -0.40 *** 59. New student orientation services help students adjust to college. 5.92 4.74 / 1.61 1.18 5.81 5.25 / 1.48 0.56 -0.51 ***	52. This school does whatever it can to help me reach my educational goals.	6.32	4.82 / 1.67		6.21	5.25 / 1.48	0.96	
55. Academic support services adequately meet the needs of students. 6.02 4.82 / 1.51 1.20 6.00 5.28 / 1.37 0.72 -0.46 *** 56. The business office is open during hours which are convenient for most students. 6.16 4.88 / 1.67 1.28 6.03 5.39 / 1.43 0.64 -0.51 *** 57. A dministrators are approachable to students. 6.13 4.75 / 1.70 1.38 6.01 5.28 / 1.46 0.73 -0.53 *** 58. Nearly all of the faculty are knowledgeable in their fields. 6.35 5.28 / 1.50 1.07 6.32 5.68 / 1.31 0.64 -0.40 *** 59. New student orientation services help students adjust to college. 5.92 4.74 / 1.61 1.18 5.81 5.25 / 1.48 0.56 -0.51 ***	53. The assessment and course placement procedures are reasonable.	6.07	5.07 / 1.54	1.00	6.02	5.33 / 1.42	0.69	-0.26 ***
56. The business office is open during hours which are convenient for most students. 6.16 4.88 / 1.67 1.28 6.03 5.39 / 1.43 0.64 -0.51 *** 57. Administrators are approachable to students. 6.13 4.75 / 1.70 1.38 6.01 5.28 / 1.46 0.73 -0.53 *** 58. Nearly all of the faculty are knowledgeable in their fields. 6.35 5.28 / 1.50 1.07 6.32 5.68 / 1.31 0.64 -0.40 *** 59. New student orientation services help students adjust to college. 5.92 4.74 / 1.61 1.18 5.81 5.25 / 1.48 0.56 -0.51 ***	54. Faculty are interested in my academic problems.	6.06	4.85 / 1.59	1.21	6.03	5.19 / 1.46	0.84	-0.34 ***
57. Administrators are approachable to students. 6.13 4.75 / 1.70 1.38 6.01 5.28 / 1.46 0.73 -0.53 *** 58. Nearly all of the faculty are knowledgeable in their fields. 6.35 5.28 / 1.50 1.07 6.32 5.68 / 1.31 0.64 -0.40 *** 59. New student orientation services help students adjust to college. 5.92 4.74 / 1.61 1.18 5.81 5.25 / 1.48 0.56 -0.51 ***	55. A cademic support services adequately meet the needs of students.	6.02	4.82 / 1.51	1.20	6.00	5.28 / 1.37	0.72	-0.46 ***
58. Nearly all of the faculty are knowledgeable in their fields. 6.35 5.28 / 1.50 1.07 6.32 5.68 / 1.31 0.64 -0.40 *** 59. New student orientation services help students adjust to college. 5.92 4.74 / 1.61 1.18 5.81 5.25 / 1.48 0.56 -0.51 ***	56. The business office is open during hours which are convenient for most students.	6.16	4.88 / 1.67	1.28	6.03	5.39 / 1.43	0.64	
59. New student orientation services help students adjust to college. 5.92 4.74 / 1.61 1.18 5.81 5.25 / 1.48 0.56 -0.51 ***	57. Administrators are approachable to students.	6.13	4.75 / 1.70	1.38	6.01	5.28 / 1.46	0.73	-0.53 ***
	58. Nearly all of the faculty are knowledgeable in their fields.	6.35	5.28 / 1.50	1.07	6.32	5.68 / 1.31	0.64	-0.40 ***
60. Billing policies are reasonable. 6.08 4.66 / 1.76 1.42 6.06 5.34 / 1.46 0.72 -0.68 ***	59. New student orientation services help students adjust to college.	5.92	4.74 / 1.61	1.18	5.81	5.25 / 1.48	0.56	-0.51 ***
	60. Billing policies are reasonable.	6.08	4.66 / 1.76	1.42	6.06	5.34 / 1.46	0.72	-0.68 ***

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61. Faculty are usually available after class and during office hours.	6.27	5.32 / 1.55	-	6.20	5.62 / 1.36	0.58	-0.30 ***
62. Bookstore staff are helpful.	6.06	,	0.76	6.03	5.55 / 1.48	0.48	-0.25 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.14		1.66	6.05	5.09 / 1.64	0.96	-0.61 ***
64. Nearly all classes deal with practical experiences and applications.	6.12	5.14 / 1.43	0.98	6.08	5.43 / 1.35	0.65	-0.29 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.16	,	1.60	6.16	4.91 / 1.70	1.25	-0.35 ***
66. Program requirements are clear and reasonable.	6.33	,	1.13	6.26	5.53 / 1.37	0.73	-0.33 ***
67. Channels for expressing student complaints are readily available.	6.01	4.37 / 1.73	1.64	5.92	4.90 / 1.61	1.02	-0.53 ***
68. On the whole, the campus is well-maintained.	6.25	5.32 / 1.52	0.93	6.18	5.77 / 1.31	0.41	-0.45 ***
69. There is a good variety of courses provided on this campus.	6.41	5.21 / 1.60	1.20	6.30	5.61 / 1.40	0.69	-0.40 ***
70. I am able to experience intellectual growth here.	6.43	5.50 / 1.51	0.93	6.32	5.73 / 1.31	0.59	-0.23 ***
71. Campus item 1	6.13	4.99 / 1.78	1.14				
72. Campus item 2	6.15	4.76 / 1.63	1.39				·
73. Campus item 3	6.10	4.76 / 1.70	1.34				
74. Campus item 4	5.91	4.58 / 1.63	1.33				
75. Campus item 5	6.22	4.41 / 1.88	1.81				
76. Campus item 6	6.24	4.20 / 2.03	2.04				
77. Campus item 7	6.45	5.58 / 1.52	0.87				
78. Campus item 8	6.32	5.16 / 1.65	1.16				
79. Campus item 9	6.22	5.23 / 1.70	0.99				
80. Campus item 10	6.20	5.13 / 1.67	1.07				
81. Institution's commitment to part-time students?		5.31 / 1.50			5.60 / 1.36		-0.29 ***
82. Institution's commitment to evening students?		5.31 / 1.54			5.49 / 1.42		-0.18 *
83. Institution's commitment to older, returning learners?		5.40 / 1.50			5.56 / 1.39		-0.16 *
84. Institution's commitment to under-represented populations?		5.16 / 1.47			5.38 / 1.38		-0.22 **
85. Institution's commitment to commuters?		5.11 / 1.58			5.38 / 1.46		-0.27 ***
86. Institution's commitment to students with disabilities?		5.32 / 1.53			5.50 / 1.40		-0.18 *
87. Cost as factor in decision to enroll.	6.35			6.28			
88. Financial aid as factor in decision to enroll.	5.90			5.92			
89. A cademic reputation as factor in decision to enroll.	5.87			5.82		Ì	
90. Size of institution as factor in decision to enroll.	5.25			5.17			
91. Opportunity to play sports as factor in decision to enroll.	3.77			3.54		Ì	
92. Recommendations from family/friends as factor in decision to enroll.	4.86			4.89			
93. Geographic setting as factor in decision to enroll.	5.52			5.45			
94. Campus appearance as factor in decision to enroll.	5.42			5.21		Ì	
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.43			5.37			
			P	National G	roup Means are	based or	178116 records



Merritt College - 4/2011 Institutional Summary

	М	erritt College		National Community Colleges			
<u>Scale</u>	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
Student Centeredness	6.11	4.96 / 1.31	1.15	5.99	5.38 / 1.13	0.61	-0.42 ***
Instructional Effectiveness	6.25	5.14 / 1.19	1.11	6.19	5.42 / 1.06	0.77	-0.28 ***
Responsiveness to Diverse Populations		5.27 / 1.37			5.49 / 1.24		-0.22 ***
Campus Support Services	5.71	4.76 / 1.27	0.95	5.47	4.97 / 1.16	0.50	-0.21 ***
Safety and Security	6.12	4.87 / 1.28	1.25	6.02	5.00 / 1.19	1.02	-0.13 *
A cademic Advising/Counseling	6.28	5.09 / 1.42	1.19	6.15	5.21 / 1.31	0.94	-0.12 *
Admissions and Financial Aid	6.15	4.57 / 1.44	1.58	6.04	5.14 / 1.22	0.90	-0.57 ***
A cademic Services	6.12	4.87 / 1.28	1.25	6.06	5.46 / 1.05	0.60	-0.59 ***
Registration Effectiveness	6.24	4.92 / 1.26	1.32	6.17	5.43 / 1.04	0.74	-0.51 ***
Service Excellence	6.05	4.77 / 1.30	1.28	5.97	5.28 / 1.07	0.69	-0.51 ***
Concern for the Individual	6.20	4.94 / 1.33	1.26	6.09	5.24 / 1.20	0.85	-0.30 ***
Campus Climate	6.08	4.86 / 1.24	1.22	5.98	5.31 / 1.06	0.67	-0.45 ***

National Group Means are based on 178116 records

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Merritt College - 4/2011 Institutional Summary

	Merritt College	National Community Colleges	
Summary			Mean Difference
So far, how has your college experience met your expectations?	4.75	4.79	-0.04
1=Much worse than expected	2%	1%	
2=Quite a bit worse than I expected	2%	1%	
3=Worse than I expected	9%	6%	
4=A bout what I expected	35%	37%	
5=Better than I expected	22%	25%	
6=Quite a bit better than I expected	10%	12%	
7=Much better than expected	17%	14%	
Rate your overall satisfaction with your experience here thus far.	5.26	5.46	-0.20 **
1=Not satisfied at all	2%	1%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	7%	5%	
4=Neutral	16%	11%	
5=Somewhat satisfied	15%	17%	
6=Satisfied	36%	41%	
7=Very satisfied	18%	19%	
All in all, if you had to do it over, would you enroll here again?	5.80	5.72	0.08
1=Definitely not	2%	2%	
2=Probably not	2%	4%	
3=Maybe not	2%	3%	
4=I don't know	7%	8%	
5=Maybe yes	12%	10%	
6=Probably yes	31%	32%	
7=Definitely yes	40%	38%	

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Merritt College - 4/2011 **Demographics**

Expand All Collapse All

iender	N	%
Female	339	68.76%
Male	154	31.24%
Total	493	100.00%
No Answer	48	

Age	N	%
18 and under	12	2.44%
19 to 24	148	30.14%
25 to 34	130	26.48%
35 to 44	73	14.87%
45 and over	128	26.07%
Total	491	100.00%
No Answer	50	

thnicity/Race	N	%
African-American	159	32.85%
American Indian or Alaskan Native	10	2.07%
Asian or Pacific Islander	91	18.80%
Caucasian/White	84	17.36%
Hispanic	72	14.88%
Other race	33	6.82%
Race - Prefer not to respond	35	7.23%
Total	484	100.00%
No Answer	57	

urrent Enrollment Status	N	%
Day	288	62.34%
Evening	170	36.80%
Weekend	4	0.87%
Total	462	100.00%
No Answer	79	

Current Class Load	N	%
Full-time	298	60.82%
Part-time	192	39.18%
Total	490	100.00%
No Answer	51	

Class Level	N	%
1 year or less	245	49.90%
2 years	151	30.75%
3 years	56	11.41%
4 or more years	39	7.94%
Total	491	100.00%
No Answer	50	

urrent GPA	N	%
No credits earned	64	13.28%
1.99 or below	14	2.90%
2.0 - 2.49	73	15.15%
2.5 - 2.99	92	19.09%
3.0 - 3.49	122	25.31%
3.5 or above	117	24.27%
Total	482	100.00%
No Answer	59	

Associate degree			
Vocational/technical program 31 6.51% Transfer to another institution 164 34.45% Certification (initial / renewal) 62 13.03% Self-improvement/pleasure 16 3.36% Job-related training 21 4.41% Other educational goal 30 6.30% Total 476 100.00%	Educational Goal		%
Transfer to another institution 164 34.45% Certification (initial / renewal) 62 13.03% Self-improvement/pleasure 16 3.36% Job-related training 21 4.41% Other educational goal 30 6.30% Total 476 100.00%	A ssociate degree	152	31.93%
Certification (initial / renewal) 62 13.03% Self-improvement/pleasure 16 3.36% Job-related training 21 4.41% Other educational goal 30 6.30% Total 476 100.00%	Vocational/technical program	31	6.51%
Self-improvement/pleasure 16 3.36% Job-related training 21 4.41% Other educational goal 30 6.30% Total 476 100.00%	Transfer to another institution	164	34.45%
Job-related training 21 4.41% Other educational goal 30 6.30% Total 476 100.00%	Certification (initial / renewal)	62	13.03%
Other educational goal 30 6.30% Total 476 100.00%	Self-improvement/pleasure	16	3.36%
Total 476 100.00%	Job-related training	21	4.41%
	Other educational goal	30	6.30%
No Answer 65	Total	476	100.00%
	No Answer	65	

Employment	N	%
Full-time off campus	79	16.09%
Part-time off campus	165	33.60%
Full-time on campus	4	0.81%
Part-time on campus	19	3.87%
Not employed	224	45.62%
Total	491	100.00%
No Answer	50	

Current Residence	N	%
Residence hall	3	0.61%
Own house	77	15.71%
Rent room or apt off campus	210	42.86%
Parent's home	141	28.78%
Other residence	59	12.04%
Total	490	100.00%
No Answer	51	

Residence Classification	N	%
In-state	473	96.53%
Out-of-state	6	1.22%
International (not U.S. citizen)	11	2.24%
Total	490	100.00%
No Answer	51	

•	Disabilities	N	%	
	Yes - Disability	89	18.16%	
	No - Disability	401	81.84%	
	Total	490	100.00%	
	No Answer	51		

Institution Was My	N	%
1st choice	334	68.72%
2nd choice	114	23.46%
3rd choice or lower	38	7.82%
Total	486	100.00%
No Answer	55	

▼ Institution Question	N	%
Campus item - Answer 1	15	5.86%
Campus item - Answer 2	4	1.56%
Campus item - Answer 3	15	5.86%
Campus item - Answer 4	8	3.13%
Campus item - Answer 5	198	77.34%
Campus item - Answer 6	16	6.25%

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	Total	256	100.00%
	No Answer	285	

roup Code	N	%
0002	6	1.39%
0003	1	0.23%
0005	3	0.70%
0007	8	1.86%
0009	1	0.23%
0011	1	0.23%
0012	1	0.23%
0017	1	0.239
0018	1	0.239
0020	1	0.23%
0021	2	0.469
0025	1	0.239
0026	1	0.239
0027	2	0.469
0034	6	1.399
0037	1	0.239
0039	2	0.469
0046	1	0.239
0051	37	8.589
0053	65	15.089
0064	2	0.469
0065	11	2.55%
0070	5	1.169
0071	5	1.169
0077	13	3.029
0078	33	7.669
0079	21	4.879
0080	5	1.169
0086	6	1.399
0087	1	0.239
0111	1	0.239
0112	7	1.629
0124	1	0.239
0200	1	0.239
0206	3	0.709
0207	3	0.709
0209	1	0.239
0210	79	18.339
0216	1	0.239
0217	1	0.239
0221	4	0.939
0238 0241	11	2.559
0243	10	0.239
0244	1	
0245	1	0.239
0247	1	0.239
0249	3	0.709
0250	18	4.189
0258	1	0.239
0261	3	0.709
0270	1	0.239
0271	32	7.429
0328	1	0.239
0710	1	0.239
Total		100.009
·	731	_ 55.55 /