

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.	
32. My academic advisor is knowledgeable about my program requirements.	
58. 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.	

Higher 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.

Item	Merritt College			National Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
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 ***
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 ***
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 **
4. Security staff are helpful.	5.74	4.55 / 1.71	1.19	5.56	4.95 / 1.57	0.61	-0.40 ***
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 ***
6. My academic advisor is approachable.	6.26	5.14 / 1.68	1.12	6.22	5.41 / 1.60	0.81	-0.27 ***
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 ***
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 ***
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
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 ***
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 **
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
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.15	4.03 / 2.01	2.12	6.06	4.91 / 1.68	1.15	-0.88 ***
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 ***
15. I am able to register for classes I need with few conflicts.	6.47	4.79 / 1.89	1.68	6.36	5.41 / 1.52	0.95	-0.62 ***
16. The college shows concern for students as individuals.	6.22	4.51 / 1.76	1.71	6.10	5.14 / 1.53	0.96	-0.63 ***
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
18. The quality of instruction I receive in most of my classes is excellent.	6.55	5.49 / 1.51	1.06	6.42	5.59 / 1.33	0.83	-0.10
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 *
20. Financial aid counselors are helpful.	6.16	4.40 / 1.88	1.76	6.07	5.04 / 1.67	1.03	-0.64 ***
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 ***
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 ***
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 *
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
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
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 ***
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 ***
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.	6.30	5.18 / 1.55	1.12	6.25	5.38 / 1.48	0.87	-0.20 **
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 ***
31. The campus is safe and secure for all students.	6.37	5.06 / 1.54	1.31	6.30	5.55 / 1.34	0.75	-0.49 ***
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.	5.86	4.76 / 1.51	1.10	5.77	5.13 / 1.42	0.64	-0.37 ***
34. Computer labs are adequate and accessible.	6.14	5.09 / 1.57	1.05	6.19	5.55 / 1.45	0.64	-0.46 ***
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 ***
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 ***
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 *
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
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 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.22	5.30 / 1.53	0.92	6.15	5.12 / 1.63	1.03	0.18 *
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.	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.	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. 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 ***
60. Billing policies are reasonable.	6.08	4.66 / 1.76	1.42	6.06	5.34 / 1.46	0.72	-0.68 ***

61. Faculty are usually available after class and during office hours.	6.27	5.32 / 1.55	0.95	6.20	5.62 / 1.36	0.58	-0.30 ***
62. Bookstore staff are helpful.	6.06	5.30 / 1.59	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	4.48 / 1.88	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	4.56 / 1.79	1.60	6.16	4.91 / 1.70	1.25	-0.35 ***
66. Program requirements are clear and reasonable.	6.33	5.20 / 1.53	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. Academic reputation as factor in decision to enroll.	5.87			5.82			
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			
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			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.43			5.37			

National Group Means are based on 178116 records

Merritt College - 4/2011
Institutional Summary



Scale	Merritt College			National Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
▶ 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 *
▶ Academic 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 ***
▶ Academic 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

Summary	Merritt College	National Community Colleges	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=About 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%	

Merritt College - 4/2011
Demographics

Expand All
Collapse All

▼ Gender	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	

▼ Ethnicity / 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	

▼ Current 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	

▼ Current 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	

▼ Educational Goal	N	%
Associate degree	152	31.93%
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%
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%

Total	256	100.00%
No Answer	285	

Group 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	0.23%
0018	1	0.23%
0020	1	0.23%
0021	2	0.46%
0025	1	0.23%
0026	1	0.23%
0027	2	0.46%
0034	6	1.39%
0037	1	0.23%
0039	2	0.46%
0046	1	0.23%
0051	37	8.58%
0053	65	15.08%
0064	2	0.46%
0065	11	2.55%
0070	5	1.16%
0071	5	1.16%
0077	13	3.02%
0078	33	7.66%
0079	21	4.87%
0080	5	1.16%
0086	6	1.39%
0087	1	0.23%
0111	1	0.23%
0112	7	1.62%
0124	1	0.23%
0200	1	0.23%
0206	3	0.70%
0207	3	0.70%
0209	1	0.23%
0210	79	18.33%
0216	1	0.23%
0217	1	0.23%
0221	4	0.93%
0238	11	2.55%
0241	10	2.32%
0243	1	0.23%
0244	1	0.23%
0245	1	0.23%
0247	1	0.23%
0249	3	0.70%
0250	18	4.18%
0258	1	0.23%
0261	3	0.70%
0270	1	0.23%
0271	32	7.42%
0328	1	0.23%
0710	1	0.23%
Total	431	100.00%
No Answer	110	