

Demographics

Gender	N	%	Class Level	N	%
Female	374	71.65%	1 year or less	255	48.39%
Male	148	28.35%	2 years	159	30.17%
Total	522	100.00%	3 years	70	13.28%
No Response	44		4 or more years	43	8.16%
			Total	527	100.00%
			No Response	39	
Age	N	%	Current GPA	N	%
18 and under	71	13.50%	No credits earned	85	16.77%
19 to 24	197	37.45%	1.99 or below	12	2.37%
25 to 34	138	26.24%	2.0 - 2.49	42	8.28%
35 to 44	62	11.79%	2.5 - 2.99	99	19.53%
45 and over	58	11.03%	3.0 - 3.49	146	28.80%
Total	526	100.00%	3.5 or above	123	24.26%
No Response	40		Total	507	100.00%
			No Response	59	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	134	25.67%	Associate degree	168	32.68%
American Indian or Alaskan Native	5	0.96%	Vocational/technical program	16	3.11%
Asian or Pacific Islander	88	16.86%	Transfer to another institution	212	41.25%
Caucasian/White	83	15.90%	Certification (initial / renewal)	63	12.26%
Hispanic	152	29.12%	Self-improvement/pleasure	4	0.78%
Other race	37	7.09%	Job-related training	16	3.11%
Race - Prefer not to respond	23	4.41%	Other educational goal	35	6.81%
Total	522	100.00%	Total	514	100.00%
No Response	44		No Response	52	
Current Enrollment Status	N	%	Employment	N	%
Day	416	83.20%	Full-time off campus	113	21.56%
Evening	79	15.80%	Part-time off campus	205	39.12%
Weekend	5	1.00%	Full-time on campus	12	2.29%
Total	500	100.00%	Part-time on campus	24	4.58%
No Response	66		Not employed	170	32.44%
			Total	524	100.00%
Current Class Load	N	%	No Response	42	
Full-time	301	57.66%			
Part-time	221	42.34%			
Total	522	100.00%			
No Response	44				

Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	7	1.34%	Campus item 2 - Answer 1	0	0%
Own house	60	11.45%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	176	33.59%	Campus item 2 - Answer 3	0	0%
Parent's home	240	45.80%	Campus item 2 - Answer 4	0	0%
Other residence	41	7.82%	Campus item 2 - Answer 5	0	0%
Total	524	100.00%	Campus item 2 - Answer 6	0	0%
No Response	42		Total	0	100.00%
			No Response	566	

Residence Classification			Group Code		
	N	%		N	%
In-state	484	93.08%	0001	15	3.36%
Out-of-state	9	1.73%	0002	1	0.22%
International (not U.S. citizen)	27	5.19%	0003	1	0.22%
Total	520	100.00%	0005	1	0.22%
No Response	46		0006	2	0.45%
			0007	1	0.22%
			0010	4	0.90%
			0011	3	0.67%
			0016	4	0.90%
			0017	1	0.22%
			0018	1	0.22%
			0019	15	3.36%
			0021	2	0.45%
			0022	1	0.22%
			0023	3	0.67%
			0027	1	0.22%
			0028	11	2.47%
			0029	1	0.22%
			0030	7	1.57%
			0031	4	0.90%
			0034	4	0.90%
			0036	6	1.35%
			0037	18	4.04%
			0038	3	0.67%
			0039	5	1.12%
			0043	2	0.45%
			0044	1	0.22%
			0046	27	6.05%
			0047	2	0.45%
			0048	5	1.12%
			0049	8	1.79%

Disabilities		
	N	%
Yes - Disability	74	14.12%
No - Disability	450	85.88%
Total	524	100.00%
No Response	42	

Institution Was My		
	N	%
1st choice	365	69.79%
2nd choice	118	22.56%
3rd choice or lower	40	7.65%
Total	523	100.00%
No Response	43	

Institution Question		
	N	%
Campus item - Answer 1	13	37.14%
Campus item - Answer 2	6	17.14%
Campus item - Answer 3	4	11.43%
Campus item - Answer 4	6	17.14%
Campus item - Answer 5	4	11.43%
Campus item - Answer 6	2	5.71%
Total	35	100.00%
No Response	531	

Demographics

0050	6	1.35%
0052	2	0.45%
0053	10	2.24%
0054	4	0.90%
0055	5	1.12%
0056	3	0.67%
0057	4	0.90%
0059	2	0.45%
0060	49	10.99%
0061	10	2.24%
0062	7	1.57%
0063	67	15.02%
0064	2	0.45%
0065	4	0.90%
0066	1	0.22%
0067	1	0.22%
0068	25	5.61%
0069	14	3.14%
0071	20	4.48%
0072	7	1.57%
0073	18	4.04%
0074	21	4.71%
0077	1	0.22%
0171	1	0.22%
1201	1	0.22%
9974	1	0.22%
Total	446	100.00%
No Response	120	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. Classes are scheduled at times that are convenient for me.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 31. The campus is safe and secure for all students.
- 15. I am able to register for classes I need with few conflicts.
- 70. I am able to experience intellectual growth here.
- 12. My academic advisor helps me set goals to work toward.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 14. Library resources and services are adequate.
- 69. There is a good variety of courses provided on this campus.
- 36. Students are made to feel welcome on this campus.
- 6. My academic advisor is approachable.
- 28. It is an enjoyable experience to be a student on this campus.
- 22. People on this campus respect and are supportive of each other.
- 61. Faculty are usually available after class and during office hours.

Challenges

- 7. Adequate financial aid is available for most students.
- 72. Campus item 2
- 20. Financial aid counselors are helpful.
- 52. This school does whatever it can to help me reach my educational goals.
- 11. Security staff respond quickly in emergencies.
- 75. Campus item 5
- 71. Campus item 1
- 24. Parking lots are well-lighted and secure.
- 39. The amount of student parking space on campus is adequate.
- 46. Faculty provide timely feedback about student progress in a course.
- 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.
- 16. The college shows concern for students as individuals.
- 73. Campus item 3

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Community Colleges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 31. The campus is safe and secure for all students.
- 15. I am able to register for classes I need with few conflicts.
- 70. I am able to experience intellectual growth here.
- 7. Adequate financial aid is available for most students.
- 32. My academic advisor is knowledgeable about my program requirements.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 14. Library resources and services are adequate.
- 69. There is a good variety of courses provided on this campus.
- 20. Financial aid counselors are helpful.
- 36. Students are made to feel welcome on this campus.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 52. This school does whatever it can to help me reach my educational goals.
- 11. Security staff respond quickly in emergencies.
- 41. Admissions staff are knowledgeable.
- 6. My academic advisor is approachable.
- 66. Program requirements are clear and reasonable.
- 37. Faculty take into consideration student differences as they teach a course.
- 24. Parking lots are well-lighted and secure.
- 43. Class change (drop/add) policies are reasonable.
- 46. Faculty provide timely feedback about student progress in a course.
- 21. There are a sufficient number of study areas on campus.
- 48. Counseling staff care about students as individuals.
- 51. There are convenient ways of paying my school bill.
- 61. Faculty are usually available after class and during office hours.
- 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.
- 14. Library resources and services are adequate.
- 11. Security staff respond quickly in emergencies.

Institutional Summary
Scales: In Order of Importance

Scale	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising/Counseling	6.36	5.40 / 1.24	0.96	6.28	5.53 / 1.35	0.75	-0.13 *
Instructional Effectiveness	6.32	5.41 / 1.06	0.91	6.31	5.65 / 1.11	0.66	-0.24 ***
Safety and Security	6.30	5.20 / 1.13	1.10	6.21	5.49 / 1.19	0.72	-0.29 ***
Registration Effectiveness	6.29	5.40 / 1.01	0.89	6.28	5.68 / 1.06	0.60	-0.28 ***
Admissions and Financial Aid	6.27	5.11 / 1.24	1.16	6.21	5.48 / 1.26	0.73	-0.37 ***
Concern for the Individual	6.27	5.35 / 1.14	0.92	6.23	5.52 / 1.25	0.71	-0.17 **
Academic Services	6.25	5.46 / 1.03	0.79	6.21	5.80 / 1.05	0.41	-0.34 ***
Student Centeredness	6.23	5.49 / 1.05	0.74	6.16	5.65 / 1.17	0.51	-0.16 **
Campus Climate	6.20	5.38 / 0.99	0.82	6.15	5.60 / 1.11	0.55	-0.22 ***
Service Excellence	6.15	5.34 / 1.03	0.81	6.12	5.59 / 1.11	0.53	-0.25 ***
Campus Support Services	5.85	5.11 / 1.12	0.74	5.78	5.33 / 1.27	0.45	-0.22 ***
Responsiveness to Diverse Populations		5.53 / 1.19			5.74 / 1.27		-0.21 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Items: In Order of Importance

Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. Classes are scheduled at times that are convenient for me.	6.56	5.55 / 1.46	1.01	6.44	5.62 / 1.48	0.82	-0.07
18. The quality of instruction I receive in most of my classes is excellent.	6.54	5.53 / 1.42	1.01	6.48	5.68 / 1.37	0.80	-0.15 *
31. The campus is safe and secure for all students.	6.52	5.60 / 1.26	0.92	6.44	5.90 / 1.27	0.54	-0.30 ***
15. I am able to register for classes I need with few conflicts.	6.48	5.50 / 1.43	0.98	6.42	5.66 / 1.48	0.76	-0.16 *
70. I am able to experience intellectual growth here.	6.45	5.77 / 1.34	0.68	6.44	5.98 / 1.27	0.46	-0.21 ***
7. Adequate financial aid is available for most students.	6.43	5.15 / 1.63	1.28	6.30	5.43 / 1.65	0.87	-0.28 ***
32. My academic advisor is knowledgeable about my program requirements.	6.42	5.46 / 1.54	0.96	6.41	5.65 / 1.61	0.76	-0.19 *
12. My academic advisor helps me set goals to work toward.	6.41	5.50 / 1.52	0.91	6.15	5.35 / 1.73	0.80	0.15
58. Nearly all of the faculty are knowledgeable in their fields.	6.41	5.65 / 1.29	0.76	6.43	5.89 / 1.30	0.54	-0.24 ***
14. Library resources and services are adequate.	6.40	5.73 / 1.28	0.67	6.24	5.91 / 1.29	0.33	-0.18 **
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.40	5.45 / 1.55	0.95	6.29	5.46 / 1.64	0.83	-0.01
69. There is a good variety of courses provided on this campus.	6.40	5.64 / 1.34	0.76	6.39	5.87 / 1.35	0.52	-0.23 ***
72. Campus item 2	6.39	5.15 / 1.61	1.24				
20. Financial aid counselors are helpful.	6.38	5.02 / 1.72	1.36	6.23	5.37 / 1.66	0.86	-0.35 ***
36. Students are made to feel welcome on this campus.	6.38	5.67 / 1.23	0.71	6.30	5.87 / 1.32	0.43	-0.20 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.45 / 1.44	0.92	6.36	5.65 / 1.48	0.71	-0.20 **

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 ** Difference statistically significant at the .01 level
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National Group Means are based on 142906 records.

Institutional Summary
Items: In Order of Importance

Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. This school does whatever it can to help me reach my educational goals.	6.37	5.24 / 1.46	1.13	6.32	5.53 / 1.49	0.79	-0.29 ***
11. Security staff respond quickly in emergencies.	6.36	5.19 / 1.37	1.17	6.20	5.45 / 1.46	0.75	-0.26 ***
87. Cost as factor in decision to enroll.	6.36			6.35			
6. My academic advisor is approachable.	6.35	5.51 / 1.52	0.84	6.34	5.70 / 1.58	0.64	-0.19 **
41. Admissions staff are knowledgeable.	6.35	5.41 / 1.38	0.94	6.31	5.70 / 1.41	0.61	-0.29 ***
66. Program requirements are clear and reasonable.	6.35	5.41 / 1.42	0.94	6.38	5.77 / 1.38	0.61	-0.36 ***
75. Campus item 5	6.35	5.07 / 1.68	1.28				
37. Faculty take into consideration student differences as they teach a course.	6.34	5.31 / 1.43	1.03	6.19	5.45 / 1.50	0.74	-0.14 *
71. Campus item 1	6.34	5.03 / 1.63	1.31				
76. Campus item 6	6.34	5.30 / 1.56	1.04				
28. It is an enjoyable experience to be a student on this campus.	6.32	5.74 / 1.28	0.58	6.25	5.73 / 1.42	0.52	0.01
24. Parking lots are well-lighted and secure.	6.31	5.10 / 1.57	1.21	6.22	5.52 / 1.55	0.70	-0.42 ***
39. The amount of student parking space on campus is adequate.	6.31	4.95 / 1.76	1.36	6.24	5.07 / 1.88	1.17	-0.12
43. Class change (drop/add) policies are reasonable.	6.31	5.48 / 1.41	0.83	6.23	5.74 / 1.42	0.49	-0.26 ***
46. Faculty provide timely feedback about student progress in a course.	6.31	5.20 / 1.52	1.11	6.32	5.53 / 1.49	0.79	-0.33 ***
21. There are a sufficient number of study areas on campus.	6.30	5.44 / 1.44	0.86	6.18	5.80 / 1.41	0.38	-0.36 ***

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Items: In Order of Importance

Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
22. People on this campus respect and are supportive of each other.	6.30	5.66 / 1.24	0.64	6.16	5.66 / 1.36	0.50	0.00
25. My academic advisor is concerned about my success as an individual.	6.30	5.31 / 1.59	0.99	6.24	5.39 / 1.70	0.85	-0.08
48. Counseling staff care about students as individuals.	6.30	5.38 / 1.44	0.92	6.22	5.59 / 1.49	0.63	-0.21 **
23. Faculty are understanding of students' unique life circumstances.	6.29	5.39 / 1.41	0.90	6.27	5.50 / 1.53	0.77	-0.11
51. There are convenient ways of paying my school bill.	6.29	5.31 / 1.50	0.98	6.30	5.75 / 1.44	0.55	-0.44 ***
61. Faculty are usually available after class and during office hours.	6.29	5.61 / 1.37	0.68	6.30	5.84 / 1.33	0.46	-0.23 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.28	4.73 / 1.82	1.55	6.24	5.22 / 1.72	1.02	-0.49 ***
5. The personnel involved in registration are helpful.	6.27	5.32 / 1.46	0.95	6.28	5.61 / 1.52	0.67	-0.29 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.27	4.78 / 1.77	1.49	6.21	5.27 / 1.67	0.94	-0.49 ***
16. The college shows concern for students as individuals.	6.27	5.17 / 1.49	1.10	6.20	5.40 / 1.55	0.80	-0.23 ***
73. Campus item 3	6.27	5.21 / 1.45	1.06				
68. On the whole, the campus is well-maintained.	6.26	5.70 / 1.34	0.56	6.31	6.03 / 1.24	0.28	-0.33 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.25	5.29 / 1.39	0.96	6.29	5.66 / 1.42	0.63	-0.37 ***
50. Tutoring services are readily available.	6.25	5.47 / 1.39	0.78	6.21	5.79 / 1.40	0.42	-0.32 ***
78. Campus item 8	6.25	5.27 / 1.42	0.98				

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National Group Means are based on 142906 records.

Institutional Summary
Items: In Order of Importance

Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
27. The campus staff are caring and helpful.	6.24	5.52 / 1.35	0.72	6.23	5.78 / 1.30	0.45	-0.26 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.23	4.91 / 1.64	1.32	6.06	5.24 / 1.63	0.82	-0.33 ***
47. There are adequate services to help me decide upon a career.	6.23	5.20 / 1.48	1.03	6.19	5.51 / 1.49	0.68	-0.31 ***
79. Campus item 9	6.23	4.97 / 1.62	1.26				
53. The assessment and course placement procedures are reasonable.	6.22	5.22 / 1.44	1.00	6.19	5.64 / 1.39	0.55	-0.42 ***
77. Campus item 7	6.22	5.31 / 1.38	0.91				
42. The equipment in the lab facilities is kept up to date.	6.21	5.14 / 1.43	1.07	6.26	5.69 / 1.40	0.57	-0.55 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.21	5.17 / 1.44	1.04	6.16	5.54 / 1.46	0.62	-0.37 ***
55. Academic support services adequately meet the needs of students.	6.21	5.27 / 1.34	0.94	6.20	5.61 / 1.40	0.59	-0.34 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.20	5.36 / 1.35	0.84	6.21	5.58 / 1.35	0.63	-0.22 ***
34. Computer labs are adequate and accessible.	6.20	5.53 / 1.30	0.67	6.28	5.91 / 1.33	0.37	-0.38 ***
45. This institution has a good reputation within the community.	6.18	5.61 / 1.31	0.57	6.18	5.86 / 1.33	0.32	-0.25 ***
26. Library staff are helpful and approachable.	6.16	5.63 / 1.34	0.53	6.11	5.87 / 1.32	0.24	-0.24 ***
54. Faculty are interested in my academic problems.	6.16	5.19 / 1.47	0.97	6.16	5.46 / 1.51	0.70	-0.27 ***
57. Administrators are approachable to students.	6.16	5.27 / 1.43	0.89	6.18	5.62 / 1.45	0.56	-0.35 ***

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Items: In Order of Importance

Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
74. Campus item 4	6.16	5.36 / 1.42	0.80				
88. Financial aid as factor in decision to enroll.	6.16			6.10			
56. The business office is open during hours which are convenient for most students.	6.14	5.23 / 1.43	0.91	6.16	5.66 / 1.40	0.50	-0.43 ***
64. Nearly all classes deal with practical experiences and applications.	6.14	5.39 / 1.36	0.75	6.21	5.63 / 1.38	0.58	-0.24 ***
80. Campus item 10	6.14	4.89 / 1.77	1.25				
30. The career services office provides students with the help they need to get a job.	6.13	5.06 / 1.42	1.07	6.10	5.40 / 1.49	0.70	-0.34 ***
2. Faculty care about me as an individual.	6.12	5.42 / 1.38	0.70	6.12	5.59 / 1.41	0.53	-0.17 **
62. Bookstore staff are helpful.	6.12	5.67 / 1.34	0.45	6.15	5.82 / 1.41	0.33	-0.15 *
60. Billing policies are reasonable.	6.11	5.18 / 1.46	0.93	6.22	5.63 / 1.44	0.59	-0.45 ***
38. The student center is a comfortable place for students to spend their leisure time.	6.10	5.36 / 1.40	0.74	5.93	5.65 / 1.41	0.28	-0.29 ***
67. Channels for expressing student complaints are readily available.	6.10	4.98 / 1.54	1.12	6.08	5.20 / 1.69	0.88	-0.22 **
63. I seldom get the "run-around" when seeking information on this campus.	6.09	5.10 / 1.53	0.99	6.13	5.36 / 1.63	0.77	-0.26 ***
89. Academic reputation as factor in decision to enroll.	6.06			5.97			
59. New student orientation services help students adjust to college.	6.04	5.26 / 1.42	0.78	6.03	5.54 / 1.51	0.49	-0.28 ***
1. Most students feel a sense of belonging here.	6.02	5.53 / 1.31	0.49	5.78	5.52 / 1.37	0.26	0.01

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Items: In Order of Importance

Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
4. Security staff are helpful.	6.00	5.15 / 1.44	0.85	5.93	5.48 / 1.51	0.45	-0.33 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.95	5.09 / 1.42	0.86	6.04	5.52 / 1.45	0.52	-0.43 ***
44. I generally know what's happening on campus.	5.86	4.86 / 1.60	1.00	5.75	5.30 / 1.57	0.45	-0.44 ***
93. Geographic setting as factor in decision to enroll.	5.76			5.61			
19. This campus provides effective support services for displaced homemakers.	5.63	4.96 / 1.36	0.67	5.57	5.15 / 1.49	0.42	-0.19 *
94. Campus appearance as factor in decision to enroll.	5.61			5.32			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.60			5.51			
10. Child care facilities are available on campus.	5.46	5.06 / 1.44	0.40	4.81	4.53 / 1.87	0.28	0.53 ***
90. Size of institution as factor in decision to enroll.	5.34			5.25			
92. Recommendations from family/friends as factor in decision to enroll.	5.22			5.08			
17. Personnel in the Veterans' Services program are helpful.	5.16	4.70 / 1.37	0.46	5.46	5.14 / 1.51	0.32	-0.44 ***
91. Opportunity to play sports as factor in decision to enroll.	4.22			3.75			
81. Institution's commitment to part-time students?		5.66 / 1.33			5.81 / 1.35		-0.15 *
82. Institution's commitment to evening students?		5.63 / 1.38			5.67 / 1.44		-0.04
83. Institution's commitment to older, returning learners?		5.60 / 1.39			5.78 / 1.41		-0.18 **
84. Institution's commitment to under-represented populations?		5.44 / 1.40			5.69 / 1.40		-0.25 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary
Items: In Order of Importance

Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		5.29 / 1.54			5.66 / 1.44		-0.37 ***
86. Institution's commitment to students with disabilities?		5.58 / 1.40			5.82 / 1.38		-0.24 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Advising/Counseling

Scale/Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.36	5.40 / 1.24	0.96	6.28	5.53 / 1.35	0.75	-0.13 *
6. My academic advisor is approachable.	6.35	5.51 / 1.52	0.84	6.34	5.70 / 1.58	0.64	-0.19 **
12. My academic advisor helps me set goals to work toward.	6.41	5.50 / 1.52	0.91	6.15	5.35 / 1.73	0.80	0.15
25. My academic advisor is concerned about my success as an individual.	6.30	5.31 / 1.59	0.99	6.24	5.39 / 1.70	0.85	-0.08
32. My academic advisor is knowledgeable about my program requirements.	6.42	5.46 / 1.54	0.96	6.41	5.65 / 1.61	0.76	-0.19 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.40	5.45 / 1.55	0.95	6.29	5.46 / 1.64	0.83	-0.01
48. Counseling staff care about students as individuals.	6.30	5.38 / 1.44	0.92	6.22	5.59 / 1.49	0.63	-0.21 **
52. This school does whatever it can to help me reach my educational goals.	6.37	5.24 / 1.46	1.13	6.32	5.53 / 1.49	0.79	-0.29 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Services

Scale/Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.25	5.46 / 1.03	0.79	6.21	5.80 / 1.05	0.41	-0.34 ***
14. Library resources and services are adequate.	6.40	5.73 / 1.28	0.67	6.24	5.91 / 1.29	0.33	-0.18 **
21. There are a sufficient number of study areas on campus.	6.30	5.44 / 1.44	0.86	6.18	5.80 / 1.41	0.38	-0.36 ***
26. Library staff are helpful and approachable.	6.16	5.63 / 1.34	0.53	6.11	5.87 / 1.32	0.24	-0.24 ***
34. Computer labs are adequate and accessible.	6.20	5.53 / 1.30	0.67	6.28	5.91 / 1.33	0.37	-0.38 ***
42. The equipment in the lab facilities is kept up to date.	6.21	5.14 / 1.43	1.07	6.26	5.69 / 1.40	0.57	-0.55 ***
50. Tutoring services are readily available.	6.25	5.47 / 1.39	0.78	6.21	5.79 / 1.40	0.42	-0.32 ***
55. Academic support services adequately meet the needs of students.	6.21	5.27 / 1.34	0.94	6.20	5.61 / 1.40	0.59	-0.34 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Admissions and Financial Aid

Scale/Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.27	5.11 / 1.24	1.16	6.21	5.48 / 1.26	0.73	-0.37 ***
7. Adequate financial aid is available for most students.	6.43	5.15 / 1.63	1.28	6.30	5.43 / 1.65	0.87	-0.28 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.27	4.78 / 1.77	1.49	6.21	5.27 / 1.67	0.94	-0.49 ***
20. Financial aid counselors are helpful.	6.38	5.02 / 1.72	1.36	6.23	5.37 / 1.66	0.86	-0.35 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.95	5.09 / 1.42	0.86	6.04	5.52 / 1.45	0.52	-0.43 ***
41. Admissions staff are knowledgeable.	6.35	5.41 / 1.38	0.94	6.31	5.70 / 1.41	0.61	-0.29 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.21	5.17 / 1.44	1.04	6.16	5.54 / 1.46	0.62	-0.37 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.20	5.38 / 0.99	0.82	6.15	5.60 / 1.11	0.55	-0.22 ***
1. Most students feel a sense of belonging here.	6.02	5.53 / 1.31	0.49	5.78	5.52 / 1.37	0.26	0.01
2. Faculty care about me as an individual.	6.12	5.42 / 1.38	0.70	6.12	5.59 / 1.41	0.53	-0.17 **
16. The college shows concern for students as individuals.	6.27	5.17 / 1.49	1.10	6.20	5.40 / 1.55	0.80	-0.23 ***
22. People on this campus respect and are supportive of each other.	6.30	5.66 / 1.24	0.64	6.16	5.66 / 1.36	0.50	0.00
27. The campus staff are caring and helpful.	6.24	5.52 / 1.35	0.72	6.23	5.78 / 1.30	0.45	-0.26 ***
28. It is an enjoyable experience to be a student on this campus.	6.32	5.74 / 1.28	0.58	6.25	5.73 / 1.42	0.52	0.01
31. The campus is safe and secure for all students.	6.52	5.60 / 1.26	0.92	6.44	5.90 / 1.27	0.54	-0.30 ***
36. Students are made to feel welcome on this campus.	6.38	5.67 / 1.23	0.71	6.30	5.87 / 1.32	0.43	-0.20 ***
44. I generally know what's happening on campus.	5.86	4.86 / 1.60	1.00	5.75	5.30 / 1.57	0.45	-0.44 ***
45. This institution has a good reputation within the community.	6.18	5.61 / 1.31	0.57	6.18	5.86 / 1.33	0.32	-0.25 ***
52. This school does whatever it can to help me reach my educational goals.	6.37	5.24 / 1.46	1.13	6.32	5.53 / 1.49	0.79	-0.29 ***
57. Administrators are approachable to students.	6.16	5.27 / 1.43	0.89	6.18	5.62 / 1.45	0.56	-0.35 ***
59. New student orientation services help students adjust to college.	6.04	5.26 / 1.42	0.78	6.03	5.54 / 1.51	0.49	-0.28 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.09	5.10 / 1.53	0.99	6.13	5.36 / 1.63	0.77	-0.26 ***
67. Channels for expressing student complaints are readily available.	6.10	4.98 / 1.54	1.12	6.08	5.20 / 1.69	0.88	-0.22 **

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Support Services

Scale/Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.85	5.11 / 1.12	0.74	5.78	5.33 / 1.27	0.45	-0.22 ***
10. Child care facilities are available on campus.	5.46	5.06 / 1.44	0.40	4.81	4.53 / 1.87	0.28	0.53 ***
17. Personnel in the Veterans' Services program are helpful.	5.16	4.70 / 1.37	0.46	5.46	5.14 / 1.51	0.32	-0.44 ***
19. This campus provides effective support services for displaced homemakers.	5.63	4.96 / 1.36	0.67	5.57	5.15 / 1.49	0.42	-0.19 *
30. The career services office provides students with the help they need to get a job.	6.13	5.06 / 1.42	1.07	6.10	5.40 / 1.49	0.70	-0.34 ***
38. The student center is a comfortable place for students to spend their leisure time.	6.10	5.36 / 1.40	0.74	5.93	5.65 / 1.41	0.28	-0.29 ***
47. There are adequate services to help me decide upon a career.	6.23	5.20 / 1.48	1.03	6.19	5.51 / 1.49	0.68	-0.31 ***
59. New student orientation services help students adjust to college.	6.04	5.26 / 1.42	0.78	6.03	5.54 / 1.51	0.49	-0.28 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Concern for the Individual

Scale/Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.27	5.35 / 1.14	0.92	6.23	5.52 / 1.25	0.71	-0.17 **
2. Faculty care about me as an individual.	6.12	5.42 / 1.38	0.70	6.12	5.59 / 1.41	0.53	-0.17 **
16. The college shows concern for students as individuals.	6.27	5.17 / 1.49	1.10	6.20	5.40 / 1.55	0.80	-0.23 ***
25. My academic advisor is concerned about my success as an individual.	6.30	5.31 / 1.59	0.99	6.24	5.39 / 1.70	0.85	-0.08
29. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.45 / 1.44	0.92	6.36	5.65 / 1.48	0.71	-0.20 **
48. Counseling staff care about students as individuals.	6.30	5.38 / 1.44	0.92	6.22	5.59 / 1.49	0.63	-0.21 **

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.32	5.41 / 1.06	0.91	6.31	5.65 / 1.11	0.66	-0.24 ***
2. Faculty care about me as an individual.	6.12	5.42 / 1.38	0.70	6.12	5.59 / 1.41	0.53	-0.17 **
18. The quality of instruction I receive in most of my classes is excellent.	6.54	5.53 / 1.42	1.01	6.48	5.68 / 1.37	0.80	-0.15 *
23. Faculty are understanding of students' unique life circumstances.	6.29	5.39 / 1.41	0.90	6.27	5.50 / 1.53	0.77	-0.11
29. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.45 / 1.44	0.92	6.36	5.65 / 1.48	0.71	-0.20 **
37. Faculty take into consideration student differences as they teach a course.	6.34	5.31 / 1.43	1.03	6.19	5.45 / 1.50	0.74	-0.14 *
46. Faculty provide timely feedback about student progress in a course.	6.31	5.20 / 1.52	1.11	6.32	5.53 / 1.49	0.79	-0.33 ***
54. Faculty are interested in my academic problems.	6.16	5.19 / 1.47	0.97	6.16	5.46 / 1.51	0.70	-0.27 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.41	5.65 / 1.29	0.76	6.43	5.89 / 1.30	0.54	-0.24 ***
61. Faculty are usually available after class and during office hours.	6.29	5.61 / 1.37	0.68	6.30	5.84 / 1.33	0.46	-0.23 ***
64. Nearly all classes deal with practical experiences and applications.	6.14	5.39 / 1.36	0.75	6.21	5.63 / 1.38	0.58	-0.24 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.28	4.73 / 1.82	1.55	6.24	5.22 / 1.72	1.02	-0.49 ***
66. Program requirements are clear and reasonable.	6.35	5.41 / 1.42	0.94	6.38	5.77 / 1.38	0.61	-0.36 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.40	5.64 / 1.34	0.76	6.39	5.87 / 1.35	0.52	-0.23 ***
70. I am able to experience intellectual growth here.	6.45	5.77 / 1.34	0.68	6.44	5.98 / 1.27	0.46	-0.21 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

Scale/Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.29	5.40 / 1.01	0.89	6.28	5.68 / 1.06	0.60	-0.28 ***
5. The personnel involved in registration are helpful.	6.27	5.32 / 1.46	0.95	6.28	5.61 / 1.52	0.67	-0.29 ***
8. Classes are scheduled at times that are convenient for me.	6.56	5.55 / 1.46	1.01	6.44	5.62 / 1.48	0.82	-0.07
15. I am able to register for classes I need with few conflicts.	6.48	5.50 / 1.43	0.98	6.42	5.66 / 1.48	0.76	-0.16 *
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.25	5.29 / 1.39	0.96	6.29	5.66 / 1.42	0.63	-0.37 ***
43. Class change (drop/add) policies are reasonable.	6.31	5.48 / 1.41	0.83	6.23	5.74 / 1.42	0.49	-0.26 ***
51. There are convenient ways of paying my school bill.	6.29	5.31 / 1.50	0.98	6.30	5.75 / 1.44	0.55	-0.44 ***
56. The business office is open during hours which are convenient for most students.	6.14	5.23 / 1.43	0.91	6.16	5.66 / 1.40	0.50	-0.43 ***
60. Billing policies are reasonable.	6.11	5.18 / 1.46	0.93	6.22	5.63 / 1.44	0.59	-0.45 ***
62. Bookstore staff are helpful.	6.12	5.67 / 1.34	0.45	6.15	5.82 / 1.41	0.33	-0.15 *

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations

Scale/Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.53 / 1.19			5.74 / 1.27		-0.21 ***
81. Institution's commitment to part-time students?		5.66 / 1.33			5.81 / 1.35		-0.15 *
82. Institution's commitment to evening students?		5.63 / 1.38			5.67 / 1.44		-0.04
83. Institution's commitment to older, returning learners?		5.60 / 1.39			5.78 / 1.41		-0.18 **
84. Institution's commitment to under-represented populations?		5.44 / 1.40			5.69 / 1.40		-0.25 ***
85. Institution's commitment to commuters?		5.29 / 1.54			5.66 / 1.44		-0.37 ***
86. Institution's commitment to students with disabilities?		5.58 / 1.40			5.82 / 1.38		-0.24 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.30	5.20 / 1.13	1.10	6.21	5.49 / 1.19	0.72	-0.29 ***
4. Security staff are helpful.	6.00	5.15 / 1.44	0.85	5.93	5.48 / 1.51	0.45	-0.33 ***
11. Security staff respond quickly in emergencies.	6.36	5.19 / 1.37	1.17	6.20	5.45 / 1.46	0.75	-0.26 ***
24. Parking lots are well-lighted and secure.	6.31	5.10 / 1.57	1.21	6.22	5.52 / 1.55	0.70	-0.42 ***
31. The campus is safe and secure for all students.	6.52	5.60 / 1.26	0.92	6.44	5.90 / 1.27	0.54	-0.30 ***
39. The amount of student parking space on campus is adequate.	6.31	4.95 / 1.76	1.36	6.24	5.07 / 1.88	1.17	-0.12

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Service Excellence

Scale/Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.15	5.34 / 1.03	0.81	6.12	5.59 / 1.11	0.53	-0.25 ***
5. The personnel involved in registration are helpful.	6.27	5.32 / 1.46	0.95	6.28	5.61 / 1.52	0.67	-0.29 ***
22. People on this campus respect and are supportive of each other.	6.30	5.66 / 1.24	0.64	6.16	5.66 / 1.36	0.50	0.00
26. Library staff are helpful and approachable.	6.16	5.63 / 1.34	0.53	6.11	5.87 / 1.32	0.24	-0.24 ***
27. The campus staff are caring and helpful.	6.24	5.52 / 1.35	0.72	6.23	5.78 / 1.30	0.45	-0.26 ***
44. I generally know what's happening on campus.	5.86	4.86 / 1.60	1.00	5.75	5.30 / 1.57	0.45	-0.44 ***
57. Administrators are approachable to students.	6.16	5.27 / 1.43	0.89	6.18	5.62 / 1.45	0.56	-0.35 ***
62. Bookstore staff are helpful.	6.12	5.67 / 1.34	0.45	6.15	5.82 / 1.41	0.33	-0.15 *
63. I seldom get the "run-around" when seeking information on this campus.	6.09	5.10 / 1.53	0.99	6.13	5.36 / 1.63	0.77	-0.26 ***
67. Channels for expressing student complaints are readily available.	6.10	4.98 / 1.54	1.12	6.08	5.20 / 1.69	0.88	-0.22 **

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

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

Scale/Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.23	5.49 / 1.05	0.74	6.16	5.65 / 1.17	0.51	-0.16 **
1. Most students feel a sense of belonging here.	6.02	5.53 / 1.31	0.49	5.78	5.52 / 1.37	0.26	0.01
16. The college shows concern for students as individuals.	6.27	5.17 / 1.49	1.10	6.20	5.40 / 1.55	0.80	-0.23 ***
27. The campus staff are caring and helpful.	6.24	5.52 / 1.35	0.72	6.23	5.78 / 1.30	0.45	-0.26 ***
28. It is an enjoyable experience to be a student on this campus.	6.32	5.74 / 1.28	0.58	6.25	5.73 / 1.42	0.52	0.01
36. Students are made to feel welcome on this campus.	6.38	5.67 / 1.23	0.71	6.30	5.87 / 1.32	0.43	-0.20 ***
57. Administrators are approachable to students.	6.16	5.27 / 1.43	0.89	6.18	5.62 / 1.45	0.56	-0.35 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Items: In Sequential Order

Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.02	5.53 / 1.31	0.49	5.78	5.52 / 1.37	0.26	0.01
2. Faculty care about me as an individual.	6.12	5.42 / 1.38	0.70	6.12	5.59 / 1.41	0.53	-0.17 **
3. The quality of instruction in the vocational/technical programs is excellent.	6.20	5.36 / 1.35	0.84	6.21	5.58 / 1.35	0.63	-0.22 ***
4. Security staff are helpful.	6.00	5.15 / 1.44	0.85	5.93	5.48 / 1.51	0.45	-0.33 ***
5. The personnel involved in registration are helpful.	6.27	5.32 / 1.46	0.95	6.28	5.61 / 1.52	0.67	-0.29 ***
6. My academic advisor is approachable.	6.35	5.51 / 1.52	0.84	6.34	5.70 / 1.58	0.64	-0.19 **
7. Adequate financial aid is available for most students.	6.43	5.15 / 1.63	1.28	6.30	5.43 / 1.65	0.87	-0.28 ***
8. Classes are scheduled at times that are convenient for me.	6.56	5.55 / 1.46	1.01	6.44	5.62 / 1.48	0.82	-0.07
9. Internships or practical experiences are provided in my degree/certificate program.	6.23	4.91 / 1.64	1.32	6.06	5.24 / 1.63	0.82	-0.33 ***
10. Child care facilities are available on campus.	5.46	5.06 / 1.44	0.40	4.81	4.53 / 1.87	0.28	0.53 ***
11. Security staff respond quickly in emergencies.	6.36	5.19 / 1.37	1.17	6.20	5.45 / 1.46	0.75	-0.26 ***
12. My academic advisor helps me set goals to work toward.	6.41	5.50 / 1.52	0.91	6.15	5.35 / 1.73	0.80	0.15
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.27	4.78 / 1.77	1.49	6.21	5.27 / 1.67	0.94	-0.49 ***
14. Library resources and services are adequate.	6.40	5.73 / 1.28	0.67	6.24	5.91 / 1.29	0.33	-0.18 **
15. I am able to register for classes I need with few conflicts.	6.48	5.50 / 1.43	0.98	6.42	5.66 / 1.48	0.76	-0.16 *
16. The college shows concern for students as individuals.	6.27	5.17 / 1.49	1.10	6.20	5.40 / 1.55	0.80	-0.23 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

Items: In Sequential Order

Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.16	4.70 / 1.37	0.46	5.46	5.14 / 1.51	0.32	-0.44 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.54	5.53 / 1.42	1.01	6.48	5.68 / 1.37	0.80	-0.15 *
19. This campus provides effective support services for displaced homemakers.	5.63	4.96 / 1.36	0.67	5.57	5.15 / 1.49	0.42	-0.19 *
20. Financial aid counselors are helpful.	6.38	5.02 / 1.72	1.36	6.23	5.37 / 1.66	0.86	-0.35 ***
21. There are a sufficient number of study areas on campus.	6.30	5.44 / 1.44	0.86	6.18	5.80 / 1.41	0.38	-0.36 ***
22. People on this campus respect and are supportive of each other.	6.30	5.66 / 1.24	0.64	6.16	5.66 / 1.36	0.50	0.00
23. Faculty are understanding of students' unique life circumstances.	6.29	5.39 / 1.41	0.90	6.27	5.50 / 1.53	0.77	-0.11
24. Parking lots are well-lighted and secure.	6.31	5.10 / 1.57	1.21	6.22	5.52 / 1.55	0.70	-0.42 ***
25. My academic advisor is concerned about my success as an individual.	6.30	5.31 / 1.59	0.99	6.24	5.39 / 1.70	0.85	-0.08
26. Library staff are helpful and approachable.	6.16	5.63 / 1.34	0.53	6.11	5.87 / 1.32	0.24	-0.24 ***
27. The campus staff are caring and helpful.	6.24	5.52 / 1.35	0.72	6.23	5.78 / 1.30	0.45	-0.26 ***
28. It is an enjoyable experience to be a student on this campus.	6.32	5.74 / 1.28	0.58	6.25	5.73 / 1.42	0.52	0.01
29. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.45 / 1.44	0.92	6.36	5.65 / 1.48	0.71	-0.20 **
30. The career services office provides students with the help they need to get a job.	6.13	5.06 / 1.42	1.07	6.10	5.40 / 1.49	0.70	-0.34 ***
31. The campus is safe and secure for all students.	6.52	5.60 / 1.26	0.92	6.44	5.90 / 1.27	0.54	-0.30 ***

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National Group Means are based on 142906 records.

Institutional Summary

Items: In Sequential Order

Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.42	5.46 / 1.54	0.96	6.41	5.65 / 1.61	0.76	-0.19 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.95	5.09 / 1.42	0.86	6.04	5.52 / 1.45	0.52	-0.43 ***
34. Computer labs are adequate and accessible.	6.20	5.53 / 1.30	0.67	6.28	5.91 / 1.33	0.37	-0.38 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.25	5.29 / 1.39	0.96	6.29	5.66 / 1.42	0.63	-0.37 ***
36. Students are made to feel welcome on this campus.	6.38	5.67 / 1.23	0.71	6.30	5.87 / 1.32	0.43	-0.20 ***
37. Faculty take into consideration student differences as they teach a course.	6.34	5.31 / 1.43	1.03	6.19	5.45 / 1.50	0.74	-0.14 *
38. The student center is a comfortable place for students to spend their leisure time.	6.10	5.36 / 1.40	0.74	5.93	5.65 / 1.41	0.28	-0.29 ***
39. The amount of student parking space on campus is adequate.	6.31	4.95 / 1.76	1.36	6.24	5.07 / 1.88	1.17	-0.12
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.40	5.45 / 1.55	0.95	6.29	5.46 / 1.64	0.83	-0.01
41. Admissions staff are knowledgeable.	6.35	5.41 / 1.38	0.94	6.31	5.70 / 1.41	0.61	-0.29 ***
42. The equipment in the lab facilities is kept up to date.	6.21	5.14 / 1.43	1.07	6.26	5.69 / 1.40	0.57	-0.55 ***
43. Class change (drop/add) policies are reasonable.	6.31	5.48 / 1.41	0.83	6.23	5.74 / 1.42	0.49	-0.26 ***
44. I generally know what's happening on campus.	5.86	4.86 / 1.60	1.00	5.75	5.30 / 1.57	0.45	-0.44 ***
45. This institution has a good reputation within the community.	6.18	5.61 / 1.31	0.57	6.18	5.86 / 1.33	0.32	-0.25 ***
46. Faculty provide timely feedback about student progress in a course.	6.31	5.20 / 1.52	1.11	6.32	5.53 / 1.49	0.79	-0.33 ***

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National Group Means are based on 142906 records.

Institutional Summary

Items: In Sequential Order

Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.23	5.20 / 1.48	1.03	6.19	5.51 / 1.49	0.68	-0.31 ***
48. Counseling staff care about students as individuals.	6.30	5.38 / 1.44	0.92	6.22	5.59 / 1.49	0.63	-0.21 **
49. Admissions counselors respond to prospective students' unique needs and requests.	6.21	5.17 / 1.44	1.04	6.16	5.54 / 1.46	0.62	-0.37 ***
50. Tutoring services are readily available.	6.25	5.47 / 1.39	0.78	6.21	5.79 / 1.40	0.42	-0.32 ***
51. There are convenient ways of paying my school bill.	6.29	5.31 / 1.50	0.98	6.30	5.75 / 1.44	0.55	-0.44 ***
52. This school does whatever it can to help me reach my educational goals.	6.37	5.24 / 1.46	1.13	6.32	5.53 / 1.49	0.79	-0.29 ***
53. The assessment and course placement procedures are reasonable.	6.22	5.22 / 1.44	1.00	6.19	5.64 / 1.39	0.55	-0.42 ***
54. Faculty are interested in my academic problems.	6.16	5.19 / 1.47	0.97	6.16	5.46 / 1.51	0.70	-0.27 ***
55. Academic support services adequately meet the needs of students.	6.21	5.27 / 1.34	0.94	6.20	5.61 / 1.40	0.59	-0.34 ***
56. The business office is open during hours which are convenient for most students.	6.14	5.23 / 1.43	0.91	6.16	5.66 / 1.40	0.50	-0.43 ***
57. Administrators are approachable to students.	6.16	5.27 / 1.43	0.89	6.18	5.62 / 1.45	0.56	-0.35 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.41	5.65 / 1.29	0.76	6.43	5.89 / 1.30	0.54	-0.24 ***
59. New student orientation services help students adjust to college.	6.04	5.26 / 1.42	0.78	6.03	5.54 / 1.51	0.49	-0.28 ***
60. Billing policies are reasonable.	6.11	5.18 / 1.46	0.93	6.22	5.63 / 1.44	0.59	-0.45 ***
61. Faculty are usually available after class and during office hours.	6.29	5.61 / 1.37	0.68	6.30	5.84 / 1.33	0.46	-0.23 ***

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National Group Means are based on 142906 records.

Institutional Summary

Items: In Sequential Order

Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.12	5.67 / 1.34	0.45	6.15	5.82 / 1.41	0.33	-0.15 *
63. I seldom get the "run-around" when seeking information on this campus.	6.09	5.10 / 1.53	0.99	6.13	5.36 / 1.63	0.77	-0.26 ***
64. Nearly all classes deal with practical experiences and applications.	6.14	5.39 / 1.36	0.75	6.21	5.63 / 1.38	0.58	-0.24 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.28	4.73 / 1.82	1.55	6.24	5.22 / 1.72	1.02	-0.49 ***
66. Program requirements are clear and reasonable.	6.35	5.41 / 1.42	0.94	6.38	5.77 / 1.38	0.61	-0.36 ***
67. Channels for expressing student complaints are readily available.	6.10	4.98 / 1.54	1.12	6.08	5.20 / 1.69	0.88	-0.22 **
68. On the whole, the campus is well-maintained.	6.26	5.70 / 1.34	0.56	6.31	6.03 / 1.24	0.28	-0.33 ***
69. There is a good variety of courses provided on this campus.	6.40	5.64 / 1.34	0.76	6.39	5.87 / 1.35	0.52	-0.23 ***
70. I am able to experience intellectual growth here.	6.45	5.77 / 1.34	0.68	6.44	5.98 / 1.27	0.46	-0.21 ***
71. Campus item 1	6.34	5.03 / 1.63	1.31				
72. Campus item 2	6.39	5.15 / 1.61	1.24				
73. Campus item 3	6.27	5.21 / 1.45	1.06				
74. Campus item 4	6.16	5.36 / 1.42	0.80				
75. Campus item 5	6.35	5.07 / 1.68	1.28				
76. Campus item 6	6.34	5.30 / 1.56	1.04				
77. Campus item 7	6.22	5.31 / 1.38	0.91				

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National Group Means are based on 142906 records.

Institutional Summary
Items: In Sequential Order

Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
78. Campus item 8	6.25	5.27 / 1.42	0.98				
79. Campus item 9	6.23	4.97 / 1.62	1.26				
80. Campus item 10	6.14	4.89 / 1.77	1.25				
81. Institution's commitment to part-time students?		5.66 / 1.33			5.81 / 1.35		-0.15 *
82. Institution's commitment to evening students?		5.63 / 1.38			5.67 / 1.44		-0.04
83. Institution's commitment to older, returning learners?		5.60 / 1.39			5.78 / 1.41		-0.18 **
84. Institution's commitment to under-represented populations?		5.44 / 1.40			5.69 / 1.40		-0.25 ***
85. Institution's commitment to commuters?		5.29 / 1.54			5.66 / 1.44		-0.37 ***
86. Institution's commitment to students with disabilities?		5.58 / 1.40			5.82 / 1.38		-0.24 ***
87. Cost as factor in decision to enroll.	6.36			6.35			
88. Financial aid as factor in decision to enroll.	6.16			6.10			
89. Academic reputation as factor in decision to enroll.	6.06			5.97			
90. Size of institution as factor in decision to enroll.	5.34			5.25			
91. Opportunity to play sports as factor in decision to enroll.	4.22			3.75			
92. Recommendations from family/friends as factor in decision to enroll.	5.22			5.08			
93. Geographic setting as factor in decision to enroll.	5.76			5.61			

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Institutional Summary
Items: In Sequential Order

Item	Merritt College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Campus appearance as factor in decision to enroll.	5.61			5.32			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.60			5.51			

National Group Means are based on 142906 records.

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Institutional Summary

Summary Items

Summary Item	Merritt College - SSI	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 5.05 1% 2% 4% 32% 22% 13% 22%	Average: 4.95 1% 1% 6% 32% 25% 14% 18%	0.10
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.57 0% 0% 4% 16% 16% 36% 25%	Average: 5.58 1% 2% 4% 10% 15% 40% 24%	-0.01
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 6.00 0% 1% 2% 10% 10% 27% 47%	Average: 5.82 2% 3% 3% 7% 10% 30% 42%	0.18