GBC Fall 201	.2 Student Sati	sfaction Inventor	y by Primary Location of Classes							
Category 3	Category 2	Category	Item	All GBC N=430	Elko N=184	Ely N=19	Internet N=102	Pahrump N=69	Winnemucca N=33	Other Locations N=17
		Support Services	10. Child care facilities are available on campus.							
		Support Services	17. Personnel in the Veterans' Services program are helpful.			Strength				
		Support Services	19. This campus provides effective support services for displaced homemakers.							
		Support Services	30. The career services office provides students with the help they need to get a job.							
		Support Services	38. The student center is a comfortable place for students to							
		Support Services	47. There are adequate services to help me decide upon a career.		<u>Challenge</u>					
Campus Climate		Support Services	59. New student orientation services help students adjust to college.							Challenge
Campus Climate		Student Centeredness	Most students feel a sense of belonging here.							
Campus Climate	Concern for the Individual	Student Centeredness	16. The college shows concern for students as individuals.			<u>Challenge</u>				
Campus Climate	Service Excellence	Student Centeredness	27. The campus staff are caring and helpful.	Strength		Strength		Strength		
Campus Climate		Student Centeredness	28. It is an enjoyable experience to be a student on this campus.		Strength				Strength	
Campus Climate		Student Centeredness	36. Students are made to feel welcome on this campus.	Strength	Strength	Strength	Strength	Strength	Strength	
Campus Climate	Service Excellence	Student Centeredness	57. Administrators are approachable to students.						Strength	Challenge
		Safety	4. Security staff are helpful.							
		Safety	11. Security staff respond quickly in emergencies.							
		Safety	24. Parking lots are well-lighted and secure.			Challenge				
Campus Climate		Safety	31. The campus is safe and secure for all students.	Strength	Strength	Strength	Strength	Strength	Strength	
		Safety	39. The amount of student parking space on campus is adequate.							
	Service Excellence	Registration Effectiveness	5. The personnel involved in registration are helpful.			Strength	Strength			Strength
		Registration Effectiveness	8. Classes are scheduled at times that are convenient for me.	Challenge	<u>Challenge</u>	<u>Challenge</u>	Strength	<u>Challenge</u>	<u>Challenge</u>	Strength
		Registration Effectiveness	15. I am able to register for classes I need with few conflicts.	Challenge	<u>Challenge</u>	<u>Challenge</u>	Strength	Strength	<u>Challenge</u>	
		Registration Effectiveness	35. Policies and procedures regarding registration and course selection are clear and well-publicized.	Strength			Strength			

GBC Fall 201	2 Student Satis	faction Inventor	y by Primary Location of Classes							
Category 3	Category 2	Category	Item	All GBC N=430	Elko N=184	Ely N=19	Internet N=102	Pahrump N=69	Winnemucca N=33	Other Locations N=17
		Registration Effectiveness	43. Class change (drop/add) policies are reasonable.	Strength				Strength		Strength
		Registration Effectiveness	51. There are convenient ways of paying my school bill.	Strength	Strength	Strength	Strength	Strength	Strength	
		Registration Effectiveness	56. The business office is open during hours which are convenient for most students.							
		Registration Effectiveness	60. Billing policies are reasonable.	Strength	Strength	Strength	Strength	Strength		
	Service Excellence	Registration Effectiveness	62. Bookstore staff are helpful.							
		Registration Effectiveness	71. Campus: Online registration is convenient	Strength	Strength	Strength	Strength	Strength	Strength	
Campus Climate	Concern for the Individual	Instruction	2. Faculty care about me as an individual.							
		Instruction	3. The quality of instruction in the vocational/technical programs is excellent.			Challenge		Challenge		Strength
		Instruction	9. Internships or practical experiences are provided in my degree/certificate program.							
		Instruction	18. The quality of instruction I receive in most of my classes is excellent.	Challenge		Strength	Challenge	Strength	<u>Challenge</u>	Strength
		Instruction	23. Faculty are understanding of students' unique life circumstances.	Challenge	<u>Challenge</u>		Challenge			
	Concern for the Individual	Instruction	29. Faculty are fair and unbiased in their treatment of individual students.			<u>Challenge</u>	Strength			
		Instruction	37. Faculty take into consideration student differences as they teach a course.							
		Instruction	46. Faculty provide timely feedback about student progress in a course.	Challenge	<u>Challenge</u>			Challenge	Challenge	
		Instruction	53. The assessment and course placement procedures are reasonable.							
		Instruction	54. Faculty are interested in my academic problems.							
		Instruction	58. Nearly all of the faculty are knowledgeable in their fields.	Strength	Strength		Strength		Strength	Strength
		Instruction	61. Faculty are usually available after class and during office hours.	Strength			Strength	Strength	Strength	
		Instruction	64. Nearly all classes deal with practical experiences and applications.						<u>Challenge</u>	
		Instruction	65. Students are notified early in the term if they are doing poorly in a class.							
		Instruction	66. Program requirements are clear and reasonable.	Strength		Strength		Strength	<u>Challenge</u>	Strength

GBC Fall 201	12 Student Satis	faction Inventor	y by Primary Location of Classes							
Category 3	Category 2	Category	Item	All GBC N=430	Elko N=184	Ely N=19	Internet N=102	Pahrump N=69	Winnemucca N=33	Other Locations N=17
		Instruction	69. There is a good variety of courses provided on this campus.	Challenge	<u>Challenge</u>		<u>Challenge</u>	Challenge	<u>Challenge</u>	Strength
		Instruction	70. I am able to experience intellectual growth here.	Strength	Strength	Strength	Strength		Strength	
		Admissions & Fin Aid	7. Adequate financial aid is available for most students.	Challenge	<u>Challenge</u>			Strength		
		Admissions & Fin Aid	13. Financial aid awards are announced to students in time to be helpful in college planning.	Challenge			<u>Challenge</u>	Challenge	Strength	<u>Challenge</u>
		Admissions & Fin Aid	20. Financial aid counselors are helpful.	Challenge		Challenge	Challenge		Strength	
		Admissions & Fin Aid	33. Admissions counselors accurately portray the campus in their recruiting practices.							
		Admissions & Fin Aid	41. Admissions staff are knowledgeable.	Strength			Strength			
		Admissions & Fin Aid	49. Admissions counselors respond to prospective students' unique needs and requests.							
		Academic Advising	6. My academic advisor is approachable.	Strength	Strength				Strength	Strength
		Academic Advising	12. My academic advisor helps me set goals to work toward.							
	Concern for the Individual	Academic Advising	25. My academic advisor is concerned about my success as an individual.				Challenge			
		Academic Advising	32. My academic advisor is knowledgeable about my program requirements.		Strength	Challenge	Challenge	Challenge		Strength
		Academic Advising	40. My academic advisor is knowledgeable about the transfer requirements of other schools.		<u>Challenge</u>					
	Concern for the Individual	Academic Advising	48. Counseling staff care about students as individuals.							
Campus Climate		Academic Advising	52. This school does whatever it can to help me reach my educational goals.		Challenge		Challenge		<u>Challenge</u>	
		Acad Services	14. Library resources and services are adequate.		Strength				<u>Challenge</u>	
		Acad Services	21. There are a sufficient number of study areas on campus.							
	Service Excellence	Acad Services	26. Library staff are helpful and approachable.	Strength	Strength	Challenge				Strength
		Acad Services	34. Computer labs are adequate and accessible.	Strength	Strength		Strength	Strength	Strength	
		Acad Services	42. The equipment in the lab facilities is kept up to date.							
		Acad Services	50. Tutoring services are readily available.		Strength					<u>Challenge</u>
		Acad Services	55. Academic support services adequately meet the needs of students.				Challenge			
Campus Climate	Service Excellence		22. People on this campus respect and are supportive of each other.					Strength		

GBC Fall 201	.2 Student Satis	faction Inventor	ry by Primary Location of Classes							
Category 3	Category 2	Category	Item	All GBC N=430	Elko N=184	Ely N=19	Internet N=102	Pahrump N=69	Winnemucca N=33	Other Locations N=17
Campus	Service		AA I ganarally know what's happaning on campus							
Climate	Excellence		44. I generally know what's happening on campus.							
Campus			AE. This institution has a good constation within the community		Ctronath	Strength				
Climate			45. This institution has a good reputation within the community.		Strength	Strength				
Campus	Service		63. I seldom get the "run-around" when seeking information on	Challenge		Challenge		Challanga	Challanga	Challanga
Climate	Excellence		this campus.	Challenge		<u>Challenge</u>		<u>Challenge</u>	<u>Challenge</u>	<u>Challenge</u>
Campus	Service		67. Channels for expressing student complaints are readily				Challanga	Challanga		
Climate	Excellence		available.				<u>Challenge</u>	<u>Challenge</u>		
Campus Climate			68. On the whole, the campus is well-maintained.	Strength	Strength			Strength		

	ì																			
Category 3	Category 2	Category	No.		All_Import 5.09	All_Satis 4.34	All_Gap	All GBC	Elko_Import 5.30		Elko_Gap	Elko	Ely_Import 4.11	Ely_Satis	Ely_Gap	Ely	Internet_Import 4.73		Internet_Gap 0.62	Internet
		Support Services		10. Child care facilities are available on campus.	5.09	5.08	0.75		6.02	5.17 5.38	0.13		6.57	6.33	0.24	Cannada	4.73 5.74	4.11 4.62	1.12	
		Support Services	1/	17. Personnel in the Veterans' Services program are helpful.	5.88	5.08	0.80		6.02	5.38	0.64		0.57	0.33	0.24	Strength	5.74	4.62	1.12	-
		Support Services	19	19. This campus provides effective support services for displaced homemakers.	5.97	5.05	0.92		6.12	5.38	0.74		6.00	5.83	0.17		5.82	4.52	1.30	
																				-
		Support Services	30	30. The career services office provides students with the help they need to get a job.	6.30	5.37	0.93		6.40	5.83	0.57		6.27	5.88	0.39		6.25	4.91	1.34	
							I													
		Support Services	38	38. The student center is a comfortable place for students to spend their leisure time.	6.09	5.67	0.42		6.12	5.99	0.13		6.42	6.00	0.42		5.97	5.47	0.50	
		Support Services	47	47. There are adequate services to help me decide upon a career.	6.30	5.33	0.97		6.52	5.65	0.87	Challenge	6.35	5.75	0.60		6.00	5.40	0.60	
Campus		Support Services	59	59. New student orientation services help students adjust to college.	6.16	5.47	0.69		6.31	5.77	0.54		6.19	5.69	0.50		5.96	5.30	0.66	
Climate		''	33	33. New stadent orientation services help stadents adjust to college.	0.10	3.47	0.05		0.51	3.77	0.54		0.15	3.03	0.50		5.50	5.50	0.00	
Campus		Student	1	Most students feel a sense of belonging here.	5.84	5.49	0.35		5.96	5.65	0.31		6.42	5.79	0.63		5.64	5.42	0.22	
Climate		Centeredness																		
Campus	Concern for the Individual	Student Centeredness	16	16. The college shows concern for students as individuals.	6.38	5.52	0.86		6.44	5.72	0.72		6.74	6.17	0.57	Challenge	6.28	5.54	0.74	
Campus	individual	Student				l .														
Climate	Service Excellence	Centeredness	27	27. The campus staff are caring and helpful.	6.43	5.83	0.60	Strength	6.45	6.00	0.45		6.67	6.44	0.23	Strength	6.43	5.80	0.63	
Campus		Student					I					L .								
Climate		Centeredness	28	28. It is an enjoyable experience to be a student on this campus.	6.42	5.81	0.61		6.48	6.06	0.42	Strength	6.63	6.26	0.37		6.33	5.73	0.60	
Campus		Student	20		6.53	F 00	0.54	Characte		C 20	0.20	Channel	6.03		0.16	Carrent	6.40	5.01	0.40	Character
Climate		Centeredness	36	36. Students are made to feel welcome on this campus.	6.52	5.98	0.54	Strength	6.58	6.20	0.38	Strength	6.83	6.67	0.16	Strength	6.40	5.91	0.49	Strength
Campus	Service Excellence	Student	57	E7. Administrators are approachable to students	6.37	5.67	0.70		6.32	5.81	0.51		6.56	6.50	0.06		6.28	5.62	0.66	
Climate	Sei vice excellence	Centeredness	\vdash	57. Administrators are approachable to students.																
		Safety		4. Security staff are helpful.	5.93	5.42	0.51		5.98	5.72	0.26		6.20	5.83	0.37		5.79	5.03	0.76	
	ļ	Safety	11	11. Security staff respond quickly in emergencies.	6.22	5.34	0.88		6.38	5.72	0.66		5.80	4.75	1.05		6.18	4.72	1.46	
L		Safety	24	24. Parking lots are well-lighted and secure.	6.37	5.57	0.80	\vdash	6.44	5.88	0.56		6.68	6.11	0.57	Challenge	6.31	5.27	1.04	
Campus		Safety	31	31. The campus is safe and secure for all students.	6.57	5.98	0.59	Strength	6.61	6.31	0.30	Strength	6.72	6.44	0.28	Strength	6.57	5.85	0.72	Strength
Climate		Safety			6.27	5.56	0.71		6.35	5.81	0.54		6.41	6.47	-0.06		6.06	5.36	0.70	
-		Registration	l I	39. The amount of student parking space on campus is adequate.																
	Service Excellence	Effectiveness	5	5. The personnel involved in registration are helpful.	6.48	5.81	0.67		6.43	5.91	0.52		6.68	6.47	0.21	Strength	6.39	5.91	0.48	Strength
		Registration								l .										
		Effectiveness	8	8. Classes are scheduled at times that are convenient for me.	6.60	5.57	1.03	Challenge	6.56	5.51	1.05	Challenge	6.68	5.89	0.79	Challenge	6.60	5.97	0.63	Strength
		Registration												= 00				= 00		
		Effectiveness	15	15. I am able to register for classes I need with few conflicts.	6.64	5.72	0.92	Challenge	6.65	5.83	0.82	Challenge	6.68	5.83	0.85	Challenge	6.55	5.83	0.72	Strength
		Registration	35	35. Policies and procedures regarding registration and course selection are clear and	6.52	5.82	0.70	Strength	6.51	6.00	0.51		6.58	6.26	0.32		6.47	5.86	0.61	Strength
		Effectiveness		well-publicized.	0.52	3.02	0.70	Strength	0.51	0.00	0.51		0.56	0.20	0.32		0.47	5.60	0.01	Strength
		Registration	43	43. Class change (drop/add) policies are reasonable.	6.44	5.84	0.60	Strength	6.45	5.99	0.46		6.67	6.28	0.39		6.26	5.83	0.43	
		Effectiveness		8- ()																
		Registration	51	51. There are convenient ways of paying my school bill.	6.59	6.09	0.50	Strength	6.60	6.25	0.35	Strength	6.68	6.47	0.21	Strength	6.57	6.06	0.51	Strength
		Effectiveness Registration				1	1													
		Effectiveness	56	56. The business office is open during hours which are convenient for most students.	6.34	5.78	0.56		6.45	6.03	0.42		6.44	6.33	0.11		6.07	5.81	0.26	
		Registration				ı														
		Effectiveness	60	60. Billing policies are reasonable.	6.50	5.95	0.55	Strength	6.54	6.16	0.38	Strength	6.61	6.47	0.14	Strength	6.39	6.02	0.37	Strength
		Registration																		
	Service Excellence	Effectiveness	62	62. Bookstore staff are helpful.	6.41	5.70	0.71		6.52	5.95	0.57		6.38	5.67	0.71		6.33	5.82	0.51	
		Registration	71	74 Commun College and standing in a constant	6.62	6.22	0.40	Strenath	6.58	6.27	0.31	Strenath	6.76	6.53	0.23	Strenath	6.66	6.43	0.23	Strenath
		Effectiveness	/1	71. Campus: Online registration is convenient	0.02	0.22	0.40	Strength	0.56	0.27	0.51	Strength	6.76	0.33	. 0.23	strength	0.00	0.45	0.23	Strength
Campus	Concern for the	Instruction	2	Faculty care about me as an individual.	6.27	5.54	0.73		6.33	5.80	0.53		6.32	5.89	0.43		6.22	5.45	0.77	
Climate	Individual	IIIsti detion		2. I acticy care about the as an individual.	0.27	3.54	0.75		0.55	5.00	0.55		0.52	3.03	0.43		0.22	5.43	0.,,	
		Instruction	3	The quality of instruction in the vocational/technical programs is excellent.	6.40	5.56	0.84		6.37	5.72	0.65		6.63	5.88	0.75		6.45	5.64	0.81	
I		Instruction	9	9. Internships or practical experiences are provided in my degree/certificate program.	6.25	5.28	0.97		6.45	5.51	0.94		6.07	5.17	0.90		6.01	5.19	0.82	l I
-	1	Instruction			6.69	5.78	0.91	Challenge	6.67	5.97	0.70		6.74	6.42	0.32	Strength	6.70	5.58	1.12	Challenge
—	1	Instruction		The quality of instruction I receive in most of my classes is excellent. Faculty are understanding of students' unique life circumstances.	6.46	5.78	0.91	Challenge	6.50	5.68	0.70	Challenge	6.74	6.29	0.32	Juengui	6.43	5.58	0.96	Challenge
	Concern for the						1													
	Individual	Instruction	29	29. Faculty are fair and unbiased in their treatment of individual students.	6.55	5.72	0.83		6.52	5.80	0.72		6.72	6.13	0.59	Challenge	6.61	5.88	0.73	Strength
		Instruction	27	27 Family Advisor Control of the Con	6.25	5.40	0.85		6.32	5.58	0.74		6.53	6.11	0.42		6.09	5.29	0.80	
		instruction		37. Faculty take into consideration student differences as they teach a course.																
		Instruction	46	46. Faculty provide timely feedback about student progress in a course.	6.60	5.61	0.99	Challenge	6.60	5.77	0.83	Challenge	6.68	6.21	0.47		6.55	5.75	0.80	
		Instruction	53	53. The assessment and course placement procedures are reasonable.	6.38	5.71	0.67		6.42	5.88	0.54		6.56	6.28	0.28		6.25	5.71	0.54	
.		Instruction		54. Faculty are interested in my academic problems.	6.32	5.56	0.76	Chris 17	6.37	5.78	0.59	Chara III	6.44	5.94	0.50		6.30	5.48 5.94	0.82	Channel
-	1	Instruction		58. Nearly all of the faculty are knowledgeable in their fields.	6.61 6.49	5.91 5.85	0.70	Strength Strength	6.65 6.53	6.15 6.01	0.50	Strength	6.68 6.35	6.17	0.51		6.59 6.42	5.94 5.89	0.65 0.53	Strength Strenath
-		Instruction		61. Faculty are usually available after class and during office hours.	6.49	5.85	0.64	strengtn	6.53	5.76	0.52		6.35	5.88	0.23		6.42	5.89 5.62	0.53	strength
-	1	Instruction		64. Nearly all classes deal with practical experiences and applications.							0.59									\vdash
		Instruction	65	65. Students are notified early in the term if they are doing poorly in a class.	6.32	5.05	1.27		6.44	5.27	1.17		6.25	5.63	0.62		6.17	4.84	1.33	
		Instruction	66	66. Program requirements are clear and reasonable.	6.63	5.85	0.78	Strength	6.62	5.99	0.63		6.72	6.33	0.39	Strength	6.61	5.79	0.82	
		Instruction		69. There is a good variety of courses provided on this campus.	6.60	5.49	1.11	Challenge	6.60	5.76	0.84	Challenge	6.72	6.22	0.50		6.53	5.54	0.99	Challenge
		Instruction	70	70. I am able to experience intellectual growth here.	6.63	5.99	0.64	Strength	6.69	6.16	0.53	Strength	6.72	6.50	0.22	Strength	6.56	5.98	0.58	Strength
		Admissions & Fin			6.53	5.61	0.92		6.57	5.70	0.87		6.47	6.12	0.35		6.33	5.61	0.72	
		Aid		7. Adequate financial aid is available for most students.	0.33	3.01	0.92	Challenge	0.57	5.70	0.87	Challenge	0.47	0.12	U.35		0.33	3.01	0.72	
		Admissions & Fin	13	13. Financial aid awards are announced to students in time to be helpful in college	6.45	5.32	1.13	Challenge	6.47	5.55	0.92		6.42	5.94	0.48		6.38	5.09	1.29	Challenge
ļ		Aid	1.,	planning.	0.43	J.JL	1.13	challenge	0.47	3.33	5.52		U12	3.54	0.40		0.30	5.05	1.23	countings
		Admissions & Fin	20	20. Financial aid counselors are helpful.	6.56	5.64	0.92	Challenge	6.51	5.97	0.54		6.81	5.73	1.08	Challenge	6.56	5.43	1.13	Challenge
	1	Aid	HÌ									-	l							
		Admissions & Fin Aid	33	33. Admissions counselors accurately portray the campus in their recruiting practices.	6.41	5.69	0.72		6.52	6.02	0.50		6.50	6.43	0.07		6.22	5.50	0.72	
		Admissions & Fin					·											1		
l		Admissions & Fin	41	41. Admissions staff are knowledgeable.	6.49	5.82	0.67	Strength	6.51	6.01	0.50		6.47	6.16	0.31		6.40	5.83	0.57	Strength
		Alu																		

Category 3 Category 2	Category	No. Item	All_Import	All_Satis	All_Gap	All GBC	Elko_Import	Elko_Satis	Elko_Gap	Elko	Ely_Import	Ely_Satis	Ely_Gap	Ely	Internet_Import	Internet_Satis	Internet_Gap	Internet
	Admissions & Fin	49. Admissions counselors respond to prospective students' unique needs and	6.42	5.67	0.75		6.48	5.94	0.54		6.67	6.13	0.54		6.30	5.65	0.65	
	Aid	requests.	****									****						
	Academic Advising	6 6. My academic advisor is approachable.	6.54	5.87	0.67	Strength	6.50	6.08	0.42	Strength	6.74	6.26	0.48		6.42	5.76	0.66	
	Academic Advising	12 12. My academic advisor helps me set goals to work toward.	6.33	5.48	0.85		6.47	5.74	0.73		6.47	6.00	0.47		6.11	5.32	0.79	
Concern for the Individual	Academic Advising	25 25. My academic advisor is concerned about my success as an individual.	6.41	5.54	0.87		6.50	5.85	0.65		6.53	6.05	0.48		6.35	5.33	1.02	Challenge
	Academic Advising	32 32. My academic advisor is knowledgeable about my program requirements.	6.65	5.81	0.84		6.69	6.14	0.55	Strength	6.89	6.28	0.61	Challenge	6.59	5.61	0.98	Challenge
	Academic Advising	40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.38	5.44	0.94		6.48	5.61	0.87	Challenge	6.47	5.93	0.54		6.25	5.22	1.03	
Concern for the Individual	Academic Advising	48 48. Counseling staff care about students as individuals.	6.35	5.61	0.74		6.44	5.84	0.60		6.50	6.12	0.38		6.21	5.44	0.77	
Campus Climate	Academic Advising	52 52. This school does whatever it can to help me reach my educational goals.	6.45	5.56	0.89		6.51	5.78	0.73	Challenge	6.58	6.21	0.37		6.34	5.46	0.88	Challenge
	Acad Services	14 14. Library resources and services are adequate.	6.43	5.69	0.74		6.58	6.16	0.42	Strength	6.42	6.00	0.42		6.22	5.62	0.60	
	Acad Services	21 21. There are a sufficient number of study areas on campus.	6.29	5.77	0.52		6.47	6.30	0.17		6.25	6.14	0.11		6.02	5.43	0.59	
Service Excellence	Acad Services	26 26. Library staff are helpful and approachable.	6.42	5.95	0.47	Strength	6.54	6.30	0.24	Strength	6.58	5.91	0.67	Challenge	6.15	5.70	0.45	
	Acad Services	34 34. Computer labs are adequate and accessible.	6.62	6.18	0.44	Strength	6.66	6.22	0.44	Strength	6.63	6.17	0.46		6.46	6.06	0.40	Strength
	Acad Services	42. The equipment in the lab facilities is kept up to date.	6.42	5.77	0.65		6.48	5.98	0.50		6.33	6.08	0.25		6.29	5.82	0.47	
	Acad Services	50 50. Tutoring services are readily available.	6.39	5.72	0.67		6.51	6.08	0.43	Strength	6.67	6.13	0.54		6.23	5.62	0.61	
	Acad Services	55 S5. Academic support services adequately meet the needs of students.	6.38	5.63	0.75		6.37	5.88	0.49		6.53	6.29	0.24		6.32	5.47	0.85	Challenge
Climate Service Excellence		22 22. People on this campus respect and are supportive of each other.	6.37	5.78	0.59		6.37	5.93	0.44		6.58	6.22	0.36		6.29	5.73	0.56	
Campus Climate Service Excellence		44 44. I generally know what's happening on campus.	5.89	5.12	0.77		5.99	5.26	0.73		5.88	5.60	0.28		5.56	4.91	0.65	
Campus Climate		45 45. This institution has a good reputation within the community.	6.39	5.98	0.41		6.57	6.23	0.34	Strength	6.63	6.56	0.07	Strength	6.26	6.06	0.20	
Campus Climate Service Excellence		63 63. I seldom get the "run-around" when seeking information on this campus.	6.44	5.43	1.01	Challenge	6.39	5.69	0.70		6.65	6.00	0.65	Challenge	6.42	5.58	0.84	
Climate Service Excellence		67 67. Channels for expressing student complaints are readily available.	6.31	5.15	1.16		6.29	5.49	0.80		6.20	5.77	0.43		6.35	5.03	1.32	Challenge
Campus Climate		68 68. On the whole, the campus is well-maintained.	6.46	6.30	0.16	Strength	6.58	6.53	0.05	Strength	6.50	6.67	-0.17		6.21	6.19	0.02	
		Orange - top 50th percentile in importance, by location									ļ							
		Red - bottom 25th percentile in satisfaction or top 75th percentile in gap									ļ							
		Green - top 75th percentile in satisfaction																
		Purple - overlapping of orange and green = Strength																
		Turquoise - overlapping of orange and red = Challenge																

C-4	No	h	Dahruma Import	Pahrump_Satis	Dahruma Can	Dahruma	Winn_Import	Minn Catic	Winn Can	Winnemucca	Other_Import	Other_Satis	Other_Gap	Other Locations
Category Support Services	No. 10	item 10. Child care facilities are available on campus.	Pahrump_Import 5.39	3.00	2.39	Panrump	4.82	3.00	1.82	winnemucca	5.00	3.20	1.80	Other Locations
Support Services	17	17. Personnel in the Veterans' Services program are helpful.	5.72	4.94	0.78		5.60	5.33	0.27		6.40	4.40	2.00	
Support Services	19	19. This campus provides effective support services for displaced homemakers.	5.97	4.73	1.24		5.88	5.00	0.88		4.75	4.25	0.50	
Support Services	30	30. The career services office provides students with the help they need to get a job.	6.14	4.44	1.70		6.05	4.71	1.34		6.57	6.00	0.57	
Support Services	38	38. The student center is a comfortable place for students to spend their leisure time.	6.02	4.88	1.14		6.08	5.95	0.13		6.50	4.67	1.83	
Support Services	47	47. There are adequate services to help me decide upon a career.	6.11	4.48	1.63		6.23	5.50	0.73		6.54	4.67	1.87	
Support Services	59	59. New student orientation services help students adjust to college.	5.91	4.64	1.27		6.04	6.04	0.00		7.00	4.78	2.22	<u>Challenge</u>
Student Centeredness	1	Most students feel a sense of belonging here.	5.68	5.01	0.67		5.84	5.90	-0.06		5.71	5.00	0.71	
Student Centeredness	16	16. The college shows concern for students as individuals.	6.19	4.67	1.52		6.29	6.00	0.29		6.81	5.13	1.68	
Student Centeredness	27	27. The campus staff are caring and helpful.	6.32	5.34	0.98	Strength	6.43	6.00	0.43		6.50	5.15	1.35	
Student Centeredness	28	28. It is an enjoyable experience to be a student on this campus.	6.24	5.09	1.15		6.45	6.13	0.32		6.85	5.55	1.30	
Student Centeredness	36	36. Students are made to feel welcome on this campus.	6.33	5.35	0.98	Strength	6.53	6.13	0.40	Strength	6.85	5.62	1.23	
Student Centeredness	\perp	57. Administrators are approachable to students.	6.38	5.13	1.25		6.68	6.11	0.57		6.71	4.92	1.79	<u>Challenge</u>
Safety		4. Security staff are helpful.	5.75	4.77	0.98		6.22	5.56	0.66		5.80	4.57	1.23	
Safety	24	11. Security staff respond quickly in emergencies.	5.93 6.22	4.63 5.33	1.30 0.89		6.26	5.58 5.79	0.68		6.43	4.80 2.70	1.63 3.60	
Safety		24. Parking lots are well-lighted and secure.												
Safety		31. The campus is safe and secure for all students.	6.42	5.42	1.00	Strength	6.61	6.20	0.41	Strength	6.60	3.60	3.00	
Safety	39	39. The amount of student parking space on campus is adequate.	6.19	5.33	0.86		6.43	5.04	1.39		6.44	4.00	2.44	
Registration Effectiveness	5	5. The personnel involved in registration are helpful.	6.52	5.22	1.30		6.74	5.97	0.77		6.81	5.69	1.12	Strength
Registration Effectiveness	8	8. Classes are scheduled at times that are convenient for me.	6.59	5.14	1.45	Challenge	6.66	5.41	1.25	Challenge	6.80	5.85	0.95	Strength
Registration Effectiveness	15	15. I am able to register for classes I need with few conflicts.	6.60	5.34	1.26	Strength	6.85	5.70	1.15	<u>Challenge</u>	6.88	5.38	1.50	
Registration Effectiveness	35	 Policies and procedures regarding registration and course selection are clear and well-publicized. 	6.47	5.25	1.22		6.67	6.00	0.67		6.81	5.25	1.56	
Registration Effectiveness	43	43. Class change (drop/add) policies are reasonable.	6.48	5.34	1.14	Strength	6.60	5.93	0.67		6.85	5.67	1.18	Strength
Registration Effectiveness	51	51. There are convenient ways of paying my school bill.	6.38	5.73	0.65	Strength	6.78	6.19	0.59	Strength	6.87	5.43	1.44	
Registration Effectiveness	56	56. The business office is open during hours which are convenient for most students.	6.28	5.07	1.21		6.60	5.93	0.67		6.27	5.18	1.09	
Registration Effectiveness	60	60. Billing policies are reasonable.	6.44	5.35	1.09	Strength	6.53	5.84	0.69		6.87	5.43	1.44	
Registration Effectiveness	62	62. Bookstore staff are helpful.	6.30	4.88	1.42		6.16	5.59	0.57		6.25	3.73	2.52	
Registration Effectiveness	71	71. Campus: Online registration is convenient	6.60	5.88	0.72	Strength	6.67	6.24	0.43	Strength	6.88	5.56	1.32	
Instruction	2	2. Faculty care about me as an individual.	6.05	4.74	1.31		6.19	6.00	0.19		6.75	5.25	1.50	
Instruction	3	3. The quality of instruction in the vocational/technical programs is excellent.	6.30	4.76	1.54	Challenge	6.23	5.76	0.47		6.92	6.33	0.59	Strength
Instruction		9. Internships or practical experiences are provided in my degree/certificate program.	5.94 6.57	4.60	1.34	Strar -th	6.22	5.53	0.69	Challerer	6.42	5.10 6.13	1.32	Strong - +h
Instruction Instruction	23	The quality of instruction I receive in most of my classes is excellent. The quality are understanding of students' unique life circumstances.	6.57	5.37 5.22	1.20	Strength	6.91 6.39	5.78 5.62	1.13 0.77	Challenge	6.88	5.14	0.75 1.42	Strength
Instruction		29. Faculty are fair and unbiased in their treatment of individual students.	6.46	5.10	1.36		6.58	6.00	0.58		6.79	5.57	1.22	
Instruction	37	37. Faculty take into consideration student differences as they teach a course.	6.17	4.82	1.35		6.16	5.55	0.61		6.60	5.47	1.13	
Instruction	46	46. Faculty provide timely feedback about student progress in a course.	6.56	4.82	1.74	Challenge	6.67	5.53	1.14	Challenge	6.93	5.60	1.33	
Instruction	53	53. The assessment and course placement procedures are reasonable.	6.20	5.18	1.02		6.67	6.00	0.67		6.75	5.09	1.66	
Instruction	54	54. Faculty are interested in my academic problems.	6.14	4.83	1.31		6.29	6.03	0.26		6.40	5.36	1.04	
Instruction	58	58. Nearly all of the faculty are knowledgeable in their fields.	6.42 6.48	5.11	1.31	Ctronatk	6.67	6.15	0.52	Strength	6.94	5.69	1.25	Strength
Instruction Instruction		61. Faculty are usually available after class and during office hours. 64. Nearly all classes deal with practical experiences and applications.	6.48	5.38	1.10	Strength	6.59	6.17 5.55	0.42	Strength Challenge	6.46 6.80	5.33	1.13	
Instruction		65. Students are notified early in the term if they are doing poorly in a class.	6.17	4.48	1.69		6.39	5.17	1.22	criancings	6.38	4.91	1.47	
Instruction	66	66. Program requirements are clear and reasonable.	6.50	5.47	1.03	Strength	6.79	5.91	0.88	Challenge	6.87	5.87	1.00	Strength
Instruction	69	69. There is a good variety of courses provided on this campus.	6.49	4.63	1.86	Challenge	6.84	5.16	1.68	Challenge	6.79	5.86	0.93	Strength
Instruction		70. I am able to experience intellectual growth here.	6.52	5.29	1.23		6.78	6.22	0.56	Strength	6.53	6.43	0.10	
Admissions & Fin		7. Adequate financial aid is available for most students.	6.68	5.37	1.31	Strength	6.67	6.03	0.64		6.44	4.47	1.97	
Admissions & Fin Aid	13	13. Financial aid awards are announced to students in time to be helpful in college planning.	6.32	4.67	1.65	Challenge	6.69	6.08	0.61	Strength	6.71	4.46	2.25	Challenge
Admissions & Fin Aid	20	20. Financial aid counselors are helpful.	6.46	5.24	1.22		6.79	6.04	0.75	Strength	6.69	4.00	2.69	
Admissions & Fin Aid	33	33. Admissions counselors accurately portray the campus in their recruiting practices.	6.27	4.68	1.59		6.38	6.10	0.28		6.80	5.40	1.40	
Admissions & Fin Aid	41	41. Admissions staff are knowledgeable.	6.41	5.25	1.16		6.68	5.90	0.78		6.93	5.54	1.39	

Category	No.	Item	Pahrump_Import	Pahrump_Satis	Pahrump_Gap	Pahrump	Winn_Import	Winn_Satis	Winn_Gap	Winnemucca	Other_Import	Other_Satis	Other_Gap	Other Locations
Admissions & Fin	49	49. Admissions counselors respond to prospective students' unique needs and requests.	6.31	4.97	1.34		6.38	5.76	0.62		6.85	5.27	1.58	
Academic Advising	6	6. My academic advisor is approachable.	6.67	5.28	1.39		6.70	6.07	0.63	Strength	6.75	5.79	0.96	Strength
Academic Advising	12	12. My academic advisor helps me set goals to work toward.	6.16	4.76	1.40		6.34	5.90	0.44		6.57	5.29	1.28	
Academic Advising	25	25. My academic advisor is concerned about my success as an individual.	6.23	4.83	1.40		6.13	5.80	0.33		6.87	5.36	1.51	
Academic Advising	32	32. My academic advisor is knowledgeable about my program requirements.	6.50	5.06	1.44	Challenge	6.67	5.90	0.77		6.93	5.85	1.08	Strength
Academic Advising	40	40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.21	5.07	1.14		6.52	5.73	0.79		6.69	5.73	0.96	
Academic Advising	48	48. Counseling staff care about students as individuals.	6.22	4.98	1.24		6.23	5.89	0.34		6.62	5.42	1.20	
Academic Advising	52	52. This school does whatever it can to help me reach my educational goals.	6.20	4.88	1.32		6.69	5.81	0.88	Challenge	6.81	5.25	1.56	
Acad Services	14	14. Library resources and services are adequate.	6.28	4.59	1.69		6.45	5.07	1.38	Challenge	6.58	6.30	0.28	
Acad Services	21	21. There are a sufficient number of study areas on campus.	6.23	5.21	1.02		6.07	5.46	0.61		6.20	3.67	2.53	
Acad Services	26	26. Library staff are helpful and approachable.	6.15	4.58	1.57		6.50	5.95	0.55		6.80	6.38	0.42	Strength
Acad Services		34. Computer labs are adequate and accessible.	6.69	6.12	0.57	Strength	6.72	6.42	0.30	Strength	6.56	6.22	0.34	
Acad Services		42. The equipment in the lab facilities is kept up to date.	6.34	5.15	1.19		6.59	6.00	0.59		6.67	5.43	1.24	
Acad Services		50. Tutoring services are readily available.	6.21	5.18	1.03		6.19	5.45	0.74		6.80	5.00	1.80	<u>Challenge</u>
Acad Services	55	55. Academic support services adequately meet the needs of students.	6.29	5.02	1.27		6.43	5.62	0.81		6.92	5.58	1.34	
	22	22. People on this campus respect and are supportive of each other.	6.35	5.37	0.98	Strength	6.34	6.04	0.30		6.62	4.91	1.71	
	44	44. I generally know what's happening on campus.	5.82	4.65	1.17		6.11	5.70	0.41		6.15	5.00	1.15	
	45	45. This institution has a good reputation within the community.	6.13	4.91	1.22		6.15	6.24	-0.09		6.38	6.08	0.30	
	63	63. I seldom get the "run-around" when seeking information on this campus.	6.40	4.65	1.75	Challenge	6.52	5.47	1.05	Challenge	6.86	4.38	2.48	Challenge
	67	67. Channels for expressing student complaints are readily available.	6.37	4.60	1.77	Challenge	6.13	5.19	0.94		6.64	3.85	2.79	
	68	68. On the whole, the campus is well-maintained.	6.42	5.84	0.58	Strength	6.41	6.55	-0.14		6.69	5.42	1.27	
		Orange - top 50th percentile in importance, by location												
		Red - bottom 25th percentile in satisfaction or top 75th percentile in gap												
		Green - top 75th percentile in satisfaction												
		Purple - overlapping of orange and green = Strength												
		Turquoise - overlapping of orange and red = Challenge												

Great Basin College - SSI		GBC			Elko			Ely		Ir	ternet	t	Pa	hrump)	Win	nemuc	са	Othe	r Locat	ions
Scale	Import	Satis	Gap	Import	Satis	Gap	Import	Satis	Gap	Import	Satis	Gap	Import	Satis	Gap	Import	Satis	Gap	Import	Satis	Gap
Expand/Collapse ItemStudent Centeredness	6.33	5.72	0.61	6.37	5.91	0.46	6.64	6.30	0.34	6.22	5.66	0.56	6.19	5.10	1.09	6.37	6.04	0.33	6.57	5.21	1.36
Expand/Collapse ItemInstructional Effectiveness	6.48	5.64	0.84	6.51	5.83	0.68	6.56	6.14	0.42	6.44	5.62	0.82	6.36	5.04	1.32	6.55	5.78	0.77	6.70	5.59	1.11
Expand/Collapse ItemResponsiveness to Diverse Populations		5.82			5.93			6.19			5.91			5.44			5.78			5.59	
Expand/Collapse ItemCampus Support Services	6.03	5.29	0.74	6.17	5.68	0.49	6.05	5.68	0.37	5.82	5.08	0.74	5.94	4.49	1.45	5.88	5.34	0.54	6.32	4.67	1.65
Expand/Collapse ItemSafety and Security	6.29	5.61	0.68	6.35	5.91	0.44	6.45	6.19	0.26	6.19	5.34	0.85	6.14	5.19	0.95	6.40	5.63	0.77	6.30	3.78	2.52
Expand/Collapse ItemAcademic Advising/Counseling	6.45	5.62	0.83	6.51	5.87	0.64	6.60	6.13	0.47	6.33	5.46	0.87	6.32	4.98	1.34	6.47	5.87	0.60	6.75	5.51	1.24
Expand/Collapse ItemAdmissions and Financial Aid	6.48	5.63	0.85	6.51	5.86	0.65	6.55	6.08	0.47	6.37	5.54	0.83	6.41	5.05	1.36	6.60	5.98	0.62	6.73	4.81	1.92
Expand/Collapse ItemAcademic Services	6.42	5.81	0.61	6.52	6.14	0.38	6.49	6.11	0.38	6.25	5.67	0.58	6.32	5.18	1.14	6.42	5.68	0.74	6.66	5.51	1.15
Expand/Collapse ItemRegistration Effectiveness	6.50	5.81	0.69	6.52	5.96	0.56	6.61	6.21	0.40	6.41	5.90	0.51	6.46	5.28	1.18	6.63	5.85	0.78	6.74	5.33	1.41
Expand/Collapse ItemService Excellence	6.35	5.60	0.75	6.37	5.82	0.55	6.47	6.11	0.36	6.26	5.59	0.67	6.30	4.97	1.33	6.41	5.78	0.63	6.60	4.86	1.74
Expand/Collapse ItemConcern for the Individual	6.39	5.58	0.81	6.45	5.80	0.65	6.56	6.07	0.49	6.34	5.53	0.81	6.23	4.86	1.37	6.29	5.94	0.35	6.77	5.33	1.44
Expand/Collapse ItemCampus Climate	6.32	5.63	0.69	6.38	5.85	0.53	6.51	6.17	0.34	6.22	5.57	0.65	6.19	4.97	1.22	6.33	5.93	0.40	6.62	4.99	1.63

Summary	GBC	Elko	Ely	Internet	Pahrump	Winnemucca	Other Locations
So far, how has your college experience met your expectations?	4.89	5.01	5.53	4.85	4.48	4.94	4.88
1=Much worse than expected	3%	1%	0%	3%	8%	6%	5%
2=Quite a bit worse than I expected	0%	1%	0%	1%	0%	0%	0%
3=Worse than I expected	4%	3%	0%	7%	5%	3%	5%
4=About what I expected	34%	35%	26%	29%	42%	33%	35%
5=Better than I expected	22%	25%	21%	24%	18%	18%	11%
6=Quite a bit better than I expected	16%	18%	26%	12%	13%	21%	23%
7=Much better than expected	16%	15%	26%	19%	11%	18%	17%
Rate your overall satisfaction with your experience here thus far.	5.64	5.78	6.11	5.65	5.22	5.67	5.65
1=Not satisfied at all	2%	0%	0%	3%	7%	3%	5%
2=Not very satisfied	2%	1%	0%	2%	4%	3%	0%
3=Somewhat dissatisfied	4%	4%	0%	3%	5%	0%	5%
4=Neutral	7%	7%	5%	3%	5%	15%	5%
5=Somewhat satisfied	13%	13%	11%	17%	14%	3%	17%
6=Satisfied	42%	46%	50%	34%	43%	48%	23%
7=Very satisfied	27%	26%	33%	33%	18%	27%	41%
All in all, if you had to do it over, would you enroll here again?	5.96	6.04	6.42	5.91	5.62	6.18	5.82
1=Definitely not	3%	1%	0%	3%	5%	3%	5%
2=Probably not	3%	2%	5%	3%	5%	0%	0%
3=Maybe not	1%	2%	0%	1%	1%	3%	0%
4=I don't know	4%	4%	0%	2%	5%	3%	17%
5=Maybe yes	7%	8%	5%	7%	8%	9%	5%
6=Probably yes	31%	32%	21%	33%	33%	24%	17%
7=Definitely yes	47%	47%	68%	46%	39%	57%	52%

Overall Satisfaction with GBC and combined percentages for top two scores

Rate your overall satisfaction with your experience here thus far.	69%	72%	83%	67%	61%	75%	64%
All in all, if you had to do it over, would you enroll here again?	78%	79%	89%	79%	72%	81%	69%

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