

## Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	310	73.11%	1 year or less	122	29.19%
Male	114	26.89%	2 years	123	29.43%
Total	424	100.00%	3 years	86	20.57%
No Response	6		4 or more years	87	20.81%
			Total	418	100.00%
			No Response	12	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	47	11.08%	No credits earned	36	8.72%
19 to 24	111	26.18%	1.99 or below	5	1.21%
25 to 34	106	25.00%	2.0 - 2.49	27	6.54%
35 to 44	91	21.46%	2.5 - 2.99	52	12.59%
45 and over	69	16.27%	3.0 - 3.49	136	32.93%
Total	424	100.00%	3.5 or above	157	38.01%
No Response	6		Total	413	100.00%
			No Response	17	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	6	1.42%	Associate degree	208	49.41%
American Indian or Alaskan Native	17	4.03%	Vocational/technical program	12	2.85%
Asian or Pacific Islander	8	1.90%	Transfer to another institution	51	12.11%
Caucasian/White	320	75.83%	Certification (initial / renewal)	22	5.23%
Hispanic	48	11.37%	Self-improvement/pleasure	7	1.66%
Other race	7	1.66%	Job-related training	14	3.33%
Race - Prefer not to respond	16	3.79%	Other educational goal	107	25.42%
Total	422	100.00%	Total	421	100.00%
No Response	8		No Response	9	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Employment</b>	<b>N</b>	<b>%</b>
Day	248	61.54%	Full-time off campus	162	38.30%
Evening	148	36.72%	Part-time off campus	88	20.80%
Weekend	7	1.74%	Full-time on campus	12	2.84%
Total	403	100.00%	Part-time on campus	34	8.04%
No Response	27		Not employed	127	30.02%
			Total	423	100.00%
<b>Current Class Load</b>	<b>N</b>	<b>%</b>	No Response	7	
Full-time	217	51.30%			
Part-time	206	48.70%			
Total	423	100.00%			
No Response	7				

## Demographics

<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>List the location (or Internet) where you take the majority of your classes</b>	<b>N</b>	<b>%</b>
Residence hall	20	4.77%	Elko	184	43.40%
Own house	176	42.00%	Ely	19	4.48%
Rent room or apt off campus	62	14.80%	Internet	102	24.06%
Parent's home	106	25.30%	Pahrump	69	16.27%
Other residence	55	13.13%	Winnemucca	33	7.78%
Total	419	100.00%	Other location	17	4.01%
No Response	11		Total	424	100.00%
			No Response	6	
<b>Residence Classification</b>	<b>N</b>	<b>%</b>	<b>Group Code</b>	<b>N</b>	<b>%</b>
In-state	389	92.62%	1011: Health Sciences and Human Services	108	25.59%
Out-of-state	28	6.67%	1012: Social Sciences	17	4.03%
International (not U.S. citizen)	3	0.71%	1013: Business	56	13.27%
Total	420	100.00%	1014: Education	46	10.90%
No Response	10		1015: Career and Technical Education	32	7.58%
			1016: Science or Agriculture	40	9.48%
			1017: Other	60	14.22%
			1018: Undecided	25	5.92%
			1019: Computer Technologies	25	5.92%
			1020: Transfer	13	3.08%
			Total	422	100.00%
			No Response	8	
<b>Disabilities</b>	<b>N</b>	<b>%</b>			
Yes - Disability	33	7.86%			
No - Disability	387	92.14%			
Total	420	100.00%			
No Response	10				
<b>Institution Was My</b>	<b>N</b>	<b>%</b>			
1st choice	291	70.63%			
2nd choice	80	19.42%			
3rd choice or lower	41	9.95%			
Total	412	100.00%			
No Response	18				

## Strategic Planning Overview

### Strengths and Challenges

#### Strengths

- 66. Program requirements are clear and reasonable.
- 70. I am able to experience intellectual growth here.
- 34. Computer labs are adequate and accessible.
- 71. Campus item: Online registration is convenient
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 51. There are convenient ways of paying my school bill.
- 31. The campus is safe and secure for all students.
- 6. My academic advisor is approachable.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 36. Students are made to feel welcome on this campus.
- 60. Billing policies are reasonable.
- 41. Admissions staff are knowledgeable.
- 61. Faculty are usually available after class and during office hours.
- 68. On the whole, the campus is well-maintained.
- 43. Class change (drop/add) policies are reasonable.
- 27. The campus staff are caring and helpful.
- 26. Library staff are helpful and approachable.

#### Challenges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 15. I am able to register for classes I need with few conflicts.
- 46. Faculty provide timely feedback about student progress in a course.
- 69. There is a good variety of courses provided on this campus.
- 8. Classes are scheduled at times that are convenient for me.
- 20. Financial aid counselors are helpful.
- 7. Adequate financial aid is available for most students.
- 23. Faculty are understanding of students' unique life circumstances.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 52. This school does whatever it can to help me reach my educational goals.
- 63. I seldom get the "run-around" when seeking information on this campus.

## **Strategic Planning Overview**

### **Benchmarks**

#### **Higher Satisfaction vs. National Community Colleges**

- 18. The quality of instruction I receive in most of my classes is excellent.
- 32. My academic advisor is knowledgeable about my program requirements.
- 15. I am able to register for classes I need with few conflicts.
- 66. Program requirements are clear and reasonable.
- 70. I am able to experience intellectual growth here.
- 34. Computer labs are adequate and accessible.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 46. Faculty provide timely feedback about student progress in a course.
- 51. There are convenient ways of paying my school bill.
- 31. The campus is safe and secure for all students.
- 20. Financial aid counselors are helpful.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 6. My academic advisor is approachable.
- 7. Adequate financial aid is available for most students.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 36. Students are made to feel welcome on this campus.
- 60. Billing policies are reasonable.
- 41. Admissions staff are knowledgeable.
- 61. Faculty are usually available after class and during office hours.
- 5. The personnel involved in registration are helpful.
- 23. Faculty are understanding of students' unique life circumstances.
- 68. On the whole, the campus is well-maintained.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 52. This school does whatever it can to help me reach my educational goals.
- 43. Class change (drop/add) policies are reasonable.
- 63. I seldom get the "run-around" when seeking information on this campus.
- 27. The campus staff are caring and helpful.
- 26. Library staff are helpful and approachable.
- 28. It is an enjoyable experience to be a student on this campus.
- 42. The equipment in the lab facilities is kept up to date.
- 49. Admissions counselors respond to prospective students' unique needs and requests.

#### **Lower Satisfaction vs. National Community Colleges**

- 69. There is a good variety of courses provided on this campus.

## Strategic Planning Overview

### Higher Importance vs. National Community Colleges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 32. My academic advisor is knowledgeable about my program requirements.
- 15. I am able to register for classes I need with few conflicts.
- 66. Program requirements are clear and reasonable.
- 70. I am able to experience intellectual growth here.
- 34. Computer labs are adequate and accessible.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 46. Faculty provide timely feedback about student progress in a course.
- 69. There is a good variety of courses provided on this campus.
- 51. There are convenient ways of paying my school bill.
- 31. The campus is safe and secure for all students.
- 20. Financial aid counselors are helpful.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 6. My academic advisor is approachable.
- 7. Adequate financial aid is available for most students.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 36. Students are made to feel welcome on this campus.
- 60. Billing policies are reasonable.
- 41. Admissions staff are knowledgeable.
- 61. Faculty are usually available after class and during office hours.
- 5. The personnel involved in registration are helpful.
- 23. Faculty are understanding of students' unique life circumstances.
- 68. On the whole, the campus is well-maintained.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 52. This school does whatever it can to help me reach my educational goals.
- 43. Class change (drop/add) policies are reasonable.
- 63. I seldom get the "run-around" when seeking information on this campus.
- 14. Library resources and services are adequate.
- 27. The campus staff are caring and helpful.
- 26. Library staff are helpful and approachable.
- 28. It is an enjoyable experience to be a student on this campus.
- 42. The equipment in the lab facilities is kept up to date.
- 49. Admissions counselors respond to prospective students' unique needs and requests.

## Institutional Summary

**Scales: In Order of Importance**

Scale	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Registration Effectiveness	6.50	5.81 / 1.12	0.69	6.20	5.46 / 1.05	0.74	0.35 ***
Instructional Effectiveness	6.48	5.64 / 1.24	0.84	6.22	5.44 / 1.08	0.78	0.20 ***
Admissions and Financial Aid	6.48	5.63 / 1.30	0.85	6.09	5.19 / 1.24	0.90	0.44 ***
Academic Advising/Counseling	6.45	5.62 / 1.40	0.83	6.18	5.23 / 1.34	0.95	0.39 ***
Academic Services	6.42	5.81 / 1.19	0.61	6.09	5.51 / 1.06	0.58	0.30 ***
Concern for the Individual	6.39	5.58 / 1.32	0.81	6.12	5.25 / 1.23	0.87	0.33 ***
Service Excellence	6.35	5.60 / 1.28	0.75	6.00	5.31 / 1.09	0.69	0.29 ***
Student Centeredness	6.33	5.72 / 1.29	0.61	6.02	5.41 / 1.16	0.61	0.31 ***
Campus Climate	6.32	5.63 / 1.25	0.69	6.01	5.34 / 1.09	0.67	0.29 ***
Safety and Security	6.29	5.61 / 1.27	0.68	6.05	5.06 / 1.20	0.99	0.55 ***
Campus Support Services	6.03	5.29 / 1.49	0.74	5.51	5.00 / 1.19	0.51	0.29 ***
Responsiveness to Diverse Populations		5.82 / 1.25			5.52 / 1.25		0.30 ***

\* 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 191857 records.

## Institutional Summary

### Items: In Order of Importance

Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
18. The quality of instruction I receive in most of my classes is excellent.	6.69	5.78 / 1.42	0.91	6.44	5.60 / 1.35	0.84	0.18 **
32. My academic advisor is knowledgeable about my program requirements.	6.65	5.81 / 1.62	0.84	6.33	5.40 / 1.65	0.93	0.41 ***
15. I am able to register for classes I need with few conflicts.	6.64	5.72 / 1.53	0.92	6.38	5.39 / 1.56	0.99	0.33 ***
66. Program requirements are clear and reasonable.	6.63	5.85 / 1.40	0.78	6.29	5.55 / 1.39	0.74	0.30 ***
70. I am able to experience intellectual growth here.	6.63	5.99 / 1.34	0.64	6.35	5.76 / 1.32	0.59	0.23 ***
34. Computer labs are adequate and accessible.	6.62	6.18 / 1.28	0.44	6.21	5.57 / 1.46	0.64	0.61 ***
71. Campus item: Online registration is convenient	6.62	6.22 / 1.37	0.40				
58. Nearly all of the faculty are knowledgeable in their fields.	6.61	5.91 / 1.44	0.70	6.36	5.71 / 1.33	0.65	0.20 **
69. There is a good variety of courses provided on this campus.	6.60	5.49 / 1.74	1.11	6.33	5.65 / 1.41	0.68	-0.16 *
8. Classes are scheduled at times that are convenient for me.	6.60	5.57 / 1.62	1.03	6.45	5.49 / 1.51	0.96	0.08
46. Faculty provide timely feedback about student progress in a course.	6.60	5.61 / 1.57	0.99	6.22	5.29 / 1.50	0.93	0.32 ***
51. There are convenient ways of paying my school bill.	6.59	6.09 / 1.34	0.50	6.18	5.52 / 1.47	0.66	0.57 ***
31. The campus is safe and secure for all students.	6.57	5.98 / 1.35	0.59	6.33	5.63 / 1.34	0.70	0.35 ***

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## Institutional Summary

### Items: In Order of Importance

Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
20. Financial aid counselors are helpful.	6.56	5.64 / 1.65	0.92	6.13	5.08 / 1.70	1.05	0.56 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.55	5.72 / 1.50	0.83	6.27	5.42 / 1.49	0.85	0.30 ***
6. My academic advisor is approachable.	6.54	5.87 / 1.56	0.67	6.26	5.42 / 1.64	0.84	0.45 ***
7. Adequate financial aid is available for most students.	6.53	5.61 / 1.62	0.92	6.27	5.28 / 1.68	0.99	0.33 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.52	5.82 / 1.49	0.70	6.19	5.44 / 1.45	0.75	0.38 ***
36. Students are made to feel welcome on this campus.	6.52	5.98 / 1.38	0.54	6.18	5.62 / 1.36	0.56	0.36 ***
60. Billing policies are reasonable.	6.50	5.95 / 1.32	0.55	6.09	5.38 / 1.46	0.71	0.57 ***
41. Admissions staff are knowledgeable.	6.49	5.82 / 1.47	0.67	6.19	5.43 / 1.44	0.76	0.39 ***
61. Faculty are usually available after class and during office hours.	6.49	5.85 / 1.46	0.64	6.23	5.64 / 1.37	0.59	0.21 **
5. The personnel involved in registration are helpful.	6.48	5.81 / 1.55	0.67	6.21	5.35 / 1.58	0.86	0.46 ***
68. On the whole, the campus is well-maintained.	6.46	6.30 / 1.17	0.16	6.20	5.83 / 1.30	0.37	0.47 ***
23. Faculty are understanding of students' unique life circumstances.	6.46	5.55 / 1.61	0.91	6.16	5.26 / 1.53	0.90	0.29 ***
52. This school does whatever it can to help me reach my educational goals.	6.45	5.56 / 1.57	0.89	6.24	5.27 / 1.50	0.97	0.29 ***

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## Institutional Summary

### Items: In Order of Importance

Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.45	5.32 / 1.78	1.13	6.13	4.98 / 1.70	1.15	0.34 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.44	5.43 / 1.80	1.01	6.07	5.10 / 1.67	0.97	0.33 ***
43. Class change (drop/add) policies are reasonable.	6.44	5.84 / 1.46	0.60	6.13	5.50 / 1.46	0.63	0.34 ***
14. Library resources and services are adequate.	6.43	5.69 / 1.61	0.74	6.15	5.66 / 1.35	0.49	0.03
27. The campus staff are caring and helpful.	6.43	5.83 / 1.42	0.60	6.09	5.49 / 1.34	0.60	0.34 ***
42. The equipment in the lab facilities is kept up to date.	6.42	5.77 / 1.51	0.65	6.16	5.48 / 1.42	0.68	0.29 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.42	5.67 / 1.53	0.75	6.00	5.21 / 1.47	0.79	0.46 ***
26. Library staff are helpful and approachable.	6.42	5.95 / 1.42	0.47	5.98	5.59 / 1.39	0.39	0.36 ***
28. It is an enjoyable experience to be a student on this campus.	6.42	5.81 / 1.46	0.61	6.17	5.54 / 1.43	0.63	0.27 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.41	5.69 / 1.59	0.72	5.82	5.17 / 1.45	0.65	0.52 ***
25. My academic advisor is concerned about my success as an individual.	6.41	5.54 / 1.70	0.87	6.15	5.07 / 1.72	1.08	0.47 ***
62. Bookstore staff are helpful.	6.41	5.70 / 1.65	0.71	6.06	5.60 / 1.47	0.46	0.10
3. The quality of instruction in the vocational/technical programs is excellent.	6.40	5.56 / 1.47	0.84	6.08	5.42 / 1.35	0.66	0.14

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## Institutional Summary

### Items: In Order of Importance

Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
45. This institution has a good reputation within the community.	6.39	5.98 / 1.46	0.41	6.07	5.66 / 1.37	0.41	0.32 ***
50. Tutoring services are readily available.	6.39	5.72 / 1.58	0.67	6.04	5.50 / 1.45	0.54	0.22 **
55. Academic support services adequately meet the needs of students.	6.38	5.63 / 1.49	0.75	6.04	5.31 / 1.39	0.73	0.32 ***
53. The assessment and course placement procedures are reasonable.	6.38	5.71 / 1.44	0.67	6.06	5.37 / 1.43	0.69	0.34 ***
16. The college shows concern for students as individuals.	6.38	5.52 / 1.63	0.86	6.12	5.13 / 1.56	0.99	0.39 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.38	5.44 / 1.73	0.94	6.19	5.15 / 1.66	1.04	0.29 **
22. People on this campus respect and are supportive of each other.	6.37	5.78 / 1.41	0.59	6.00	5.32 / 1.41	0.68	0.46 ***
24. Parking lots are well-lighted and secure.	6.37	5.57 / 1.63	0.80	6.13	5.18 / 1.63	0.95	0.39 ***
57. Administrators are approachable to students.	6.37	5.67 / 1.60	0.70	6.05	5.33 / 1.48	0.72	0.34 ***
48. Counseling staff care about students as individuals.	6.35	5.61 / 1.64	0.74	6.07	5.22 / 1.54	0.85	0.39 ***
56. The business office is open during hours which are convenient for most students.	6.34	5.78 / 1.45	0.56	6.05	5.43 / 1.43	0.62	0.35 ***
64. Nearly all classes deal with practical experiences and applications.	6.33	5.60 / 1.55	0.73	6.10	5.44 / 1.37	0.66	0.16 *

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

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

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## Institutional Summary

### Items: In Order of Importance

Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
12. My academic advisor helps me set goals to work toward.	6.33	5.48 / 1.73	0.85	6.04	5.04 / 1.73	1.00	0.44 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.32	5.05 / 1.87	1.27	6.19	4.91 / 1.74	1.28	0.14
54. Faculty are interested in my academic problems.	6.32	5.56 / 1.57	0.76	6.05	5.21 / 1.49	0.84	0.35 ***
67. Channels for expressing student complaints are readily available.	6.31	5.15 / 1.86	1.16	5.95	4.91 / 1.64	1.04	0.24 **
47. There are adequate services to help me decide upon a career.	6.30	5.33 / 1.71	0.97	6.08	5.22 / 1.49	0.86	0.11
30. The career services office provides students with the help they need to get a job.	6.30	5.37 / 1.77	0.93	5.93	4.96 / 1.49	0.97	0.41 ***
21. There are a sufficient number of study areas on campus.	6.29	5.77 / 1.62	0.52	6.03	5.44 / 1.51	0.59	0.33 ***
39. The amount of student parking space on campus is adequate.	6.27	5.56 / 1.69	0.71	6.20	4.42 / 2.02	1.78	1.14 ***
2. Faculty care about me as an individual.	6.27	5.54 / 1.50	0.73	6.00	5.39 / 1.42	0.61	0.15 *
9. Internships or practical experiences are provided in my degree/certificate program.	6.25	5.28 / 1.72	0.97	5.93	5.00 / 1.59	0.93	0.28 **
87. Cost as factor in decision to enroll.	6.25			6.31			
37. Faculty take into consideration student differences as they teach a course.	6.25	5.40 / 1.54	0.85	6.09	5.25 / 1.47	0.84	0.15 *

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

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## Institutional Summary

### Items: In Order of Importance

Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
11. Security staff respond quickly in emergencies.	6.22	5.34 / 1.77	0.88	5.95	5.01 / 1.47	0.94	0.33 **
59. New student orientation services help students adjust to college.	6.16	5.47 / 1.75	0.69	5.84	5.29 / 1.49	0.55	0.18 *
38. The student center is a comfortable place for students to spend their leisure time.	6.09	5.67 / 1.50	0.42	5.72	5.28 / 1.47	0.44	0.39 ***
88. Financial aid as factor in decision to enroll.	6.08			6.03			
19. This campus provides effective support services for displaced homemakers.	5.97	5.05 / 1.81	0.92	5.18	4.79 / 1.40	0.39	0.26 *
4. Security staff are helpful.	5.93	5.42 / 1.57	0.51	5.59	5.03 / 1.57	0.56	0.39 ***
44. I generally know what's happening on campus.	5.89	5.12 / 1.70	0.77	5.57	5.04 / 1.53	0.53	0.08
17. Personnel in the Veterans' Services program are helpful.	5.88	5.08 / 1.72	0.80	4.80	4.65 / 1.40	0.15	0.43 **
89. Academic reputation as factor in decision to enroll.	5.85			5.85			
1. Most students feel a sense of belonging here.	5.84	5.49 / 1.44	0.35	5.53	5.33 / 1.38	0.20	0.16 *
93. Geographic setting as factor in decision to enroll.	5.68			5.48			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.61			5.38			
10. Child care facilities are available on campus.	5.09	4.34 / 2.14	0.75	4.52	4.44 / 1.67	0.08	-0.10
90. Size of institution as factor in decision to enroll.	4.98			5.19			

\* 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 191857 records.

## Institutional Summary

### Items: In Order of Importance

Item	Great Basin 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.	4.88			5.22			
92. Recommendations from family/friends as factor in decision to enroll.	4.55			4.91			
91. Opportunity to play sports as factor in decision to enroll.	2.94			3.53			
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.93 / 1.29			5.63 / 1.36		0.30 ***
86. Institution's commitment to students with disabilities?		5.81 / 1.50			5.54 / 1.41		0.27 **
77. Campus item 7							
82. Institution's commitment to evening students?		5.86 / 1.40			5.53 / 1.43		0.33 ***
83. Institution's commitment to older, returning learners?		5.88 / 1.43			5.60 / 1.40		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 191857 records.

**Institutional Summary**  
**Items: In Order of Importance**

Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
84. Institution's commitment to under-represented populations?		5.72 / 1.53			5.42 / 1.39		0.30 ***
73. Campus item 3							
85. Institution's commitment to commuters?		5.69 / 1.51			5.41 / 1.47		0.28 ***
72. Campus item 2							

\* 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 191857 records.

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING/COUNSELING</b>	6.45	5.62 / 1.40	0.83	6.18	5.23 / 1.34	0.95	0.39 ***
6. My academic advisor is approachable.	6.54	5.87 / 1.56	0.67	6.26	5.42 / 1.64	0.84	0.45 ***
12. My academic advisor helps me set goals to work toward.	6.33	5.48 / 1.73	0.85	6.04	5.04 / 1.73	1.00	0.44 ***
25. My academic advisor is concerned about my success as an individual.	6.41	5.54 / 1.70	0.87	6.15	5.07 / 1.72	1.08	0.47 ***
32. My academic advisor is knowledgeable about my program requirements.	6.65	5.81 / 1.62	0.84	6.33	5.40 / 1.65	0.93	0.41 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.38	5.44 / 1.73	0.94	6.19	5.15 / 1.66	1.04	0.29 **
48. Counseling staff care about students as individuals.	6.35	5.61 / 1.64	0.74	6.07	5.22 / 1.54	0.85	0.39 ***
52. This school does whatever it can to help me reach my educational goals.	6.45	5.56 / 1.57	0.89	6.24	5.27 / 1.50	0.97	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 191857 records.

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC SERVICES</b>	6.42	5.81 / 1.19	0.61	6.09	5.51 / 1.06	0.58	0.30 ***
14. Library resources and services are adequate.	6.43	5.69 / 1.61	0.74	6.15	5.66 / 1.35	0.49	0.03
21. There are a sufficient number of study areas on campus.	6.29	5.77 / 1.62	0.52	6.03	5.44 / 1.51	0.59	0.33 ***
26. Library staff are helpful and approachable.	6.42	5.95 / 1.42	0.47	5.98	5.59 / 1.39	0.39	0.36 ***
34. Computer labs are adequate and accessible.	6.62	6.18 / 1.28	0.44	6.21	5.57 / 1.46	0.64	0.61 ***
42. The equipment in the lab facilities is kept up to date.	6.42	5.77 / 1.51	0.65	6.16	5.48 / 1.42	0.68	0.29 ***
50. Tutoring services are readily available.	6.39	5.72 / 1.58	0.67	6.04	5.50 / 1.45	0.54	0.22 **
55. Academic support services adequately meet the needs of students.	6.38	5.63 / 1.49	0.75	6.04	5.31 / 1.39	0.73	0.32 ***

\* 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 191857 records.

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID</b>	6.48	5.63 / 1.30	0.85	6.09	5.19 / 1.24	0.90	0.44 ***
7. Adequate financial aid is available for most students.	6.53	5.61 / 1.62	0.92	6.27	5.28 / 1.68	0.99	0.33 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.45	5.32 / 1.78	1.13	6.13	4.98 / 1.70	1.15	0.34 ***
20. Financial aid counselors are helpful.	6.56	5.64 / 1.65	0.92	6.13	5.08 / 1.70	1.05	0.56 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.41	5.69 / 1.59	0.72	5.82	5.17 / 1.45	0.65	0.52 ***
41. Admissions staff are knowledgeable.	6.49	5.82 / 1.47	0.67	6.19	5.43 / 1.44	0.76	0.39 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.42	5.67 / 1.53	0.75	6.00	5.21 / 1.47	0.79	0.46 ***

\* 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 191857 records.

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.32	5.63 / 1.25	0.69	6.01	5.34 / 1.09	0.67	0.29 ***
1. Most students feel a sense of belonging here.	5.84	5.49 / 1.44	0.35	5.53	5.33 / 1.38	0.20	0.16 *
2. Faculty care about me as an individual.	6.27	5.54 / 1.50	0.73	6.00	5.39 / 1.42	0.61	0.15 *
16. The college shows concern for students as individuals.	6.38	5.52 / 1.63	0.86	6.12	5.13 / 1.56	0.99	0.39 ***
22. People on this campus respect and are supportive of each other.	6.37	5.78 / 1.41	0.59	6.00	5.32 / 1.41	0.68	0.46 ***
27. The campus staff are caring and helpful.	6.43	5.83 / 1.42	0.60	6.09	5.49 / 1.34	0.60	0.34 ***
28. It is an enjoyable experience to be a student on this campus.	6.42	5.81 / 1.46	0.61	6.17	5.54 / 1.43	0.63	0.27 ***
31. The campus is safe and secure for all students.	6.57	5.98 / 1.35	0.59	6.33	5.63 / 1.34	0.70	0.35 ***
36. Students are made to feel welcome on this campus.	6.52	5.98 / 1.38	0.54	6.18	5.62 / 1.36	0.56	0.36 ***
44. I generally know what's happening on campus.	5.89	5.12 / 1.70	0.77	5.57	5.04 / 1.53	0.53	0.08
45. This institution has a good reputation within the community.	6.39	5.98 / 1.46	0.41	6.07	5.66 / 1.37	0.41	0.32 ***
52. This school does whatever it can to help me reach my educational goals.	6.45	5.56 / 1.57	0.89	6.24	5.27 / 1.50	0.97	0.29 ***
57. Administrators are approachable to students.	6.37	5.67 / 1.60	0.70	6.05	5.33 / 1.48	0.72	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 191857 records.

### Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
59. New student orientation services help students adjust to college.	6.16	5.47 / 1.75	0.69	5.84	5.29 / 1.49	0.55	0.18 *
63. I seldom get the "run-around" when seeking information on this campus.	6.44	5.43 / 1.80	1.01	6.07	5.10 / 1.67	0.97	0.33 ***
67. Channels for expressing student complaints are readily available.	6.31	5.15 / 1.86	1.16	5.95	4.91 / 1.64	1.04	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 191857 records.

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	6.03	5.29 / 1.49	0.74	5.51	5.00 / 1.19	0.51	0.29 ***
10. Child care facilities are available on campus.	5.09	4.34 / 2.14	0.75	4.52	4.44 / 1.67	0.08	-0.10
17. Personnel in the Veterans' Services program are helpful.	5.88	5.08 / 1.72	0.80	4.80	4.65 / 1.40	0.15	0.43 **
19. This campus provides effective support services for displaced homemakers.	5.97	5.05 / 1.81	0.92	5.18	4.79 / 1.40	0.39	0.26 *
30. The career services office provides students with the help they need to get a job.	6.30	5.37 / 1.77	0.93	5.93	4.96 / 1.49	0.97	0.41 ***
38. The student center is a comfortable place for students to spend their leisure time.	6.09	5.67 / 1.50	0.42	5.72	5.28 / 1.47	0.44	0.39 ***
47. There are adequate services to help me decide upon a career.	6.30	5.33 / 1.71	0.97	6.08	5.22 / 1.49	0.86	0.11
59. New student orientation services help students adjust to college.	6.16	5.47 / 1.75	0.69	5.84	5.29 / 1.49	0.55	0.18 *

\* 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 191857 records.

**Institutional Summary**

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.39	5.58 / 1.32	0.81	6.12	5.25 / 1.23	0.87	0.33 ***
2. Faculty care about me as an individual.	6.27	5.54 / 1.50	0.73	6.00	5.39 / 1.42	0.61	0.15 *
16. The college shows concern for students as individuals.	6.38	5.52 / 1.63	0.86	6.12	5.13 / 1.56	0.99	0.39 ***
25. My academic advisor is concerned about my success as an individual.	6.41	5.54 / 1.70	0.87	6.15	5.07 / 1.72	1.08	0.47 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.55	5.72 / 1.50	0.83	6.27	5.42 / 1.49	0.85	0.30 ***
48. Counseling staff care about students as individuals.	6.35	5.61 / 1.64	0.74	6.07	5.22 / 1.54	0.85	0.39 ***

\* 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 191857 records.

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.48	5.64 / 1.24	0.84	6.22	5.44 / 1.08	0.78	0.20 ***
2. Faculty care about me as an individual.	6.27	5.54 / 1.50	0.73	6.00	5.39 / 1.42	0.61	0.15 *
18. The quality of instruction I receive in most of my classes is excellent.	6.69	5.78 / 1.42	0.91	6.44	5.60 / 1.35	0.84	0.18 **
23. Faculty are understanding of students' unique life circumstances.	6.46	5.55 / 1.61	0.91	6.16	5.26 / 1.53	0.90	0.29 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.55	5.72 / 1.50	0.83	6.27	5.42 / 1.49	0.85	0.30 ***
37. Faculty take into consideration student differences as they teach a course.	6.25	5.40 / 1.54	0.85	6.09	5.25 / 1.47	0.84	0.15 *
46. Faculty provide timely feedback about student progress in a course.	6.60	5.61 / 1.57	0.99	6.22	5.29 / 1.50	0.93	0.32 ***
54. Faculty are interested in my academic problems.	6.32	5.56 / 1.57	0.76	6.05	5.21 / 1.49	0.84	0.35 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.61	5.91 / 1.44	0.70	6.36	5.71 / 1.33	0.65	0.20 **
61. Faculty are usually available after class and during office hours.	6.49	5.85 / 1.46	0.64	6.23	5.64 / 1.37	0.59	0.21 **
64. Nearly all classes deal with practical experiences and applications.	6.33	5.60 / 1.55	0.73	6.10	5.44 / 1.37	0.66	0.16 *
65. Students are notified early in the term if they are doing poorly in a class.	6.32	5.05 / 1.87	1.27	6.19	4.91 / 1.74	1.28	0.14

\* 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 191857 records.

### Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
66. Program requirements are clear and reasonable.	6.63	5.85 / 1.40	0.78	6.29	5.55 / 1.39	0.74	0.30 ***
69. There is a good variety of courses provided on this campus.	6.60	5.49 / 1.74	1.11	6.33	5.65 / 1.41	0.68	-0.16 *
70. I am able to experience intellectual growth here.	6.63	5.99 / 1.34	0.64	6.35	5.76 / 1.32	0.59	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 191857 records.

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.50	5.81 / 1.12	0.69	6.20	5.46 / 1.05	0.74	0.35 ***
5. The personnel involved in registration are helpful.	6.48	5.81 / 1.55	0.67	6.21	5.35 / 1.58	0.86	0.46 ***
8. Classes are scheduled at times that are convenient for me.	6.60	5.57 / 1.62	1.03	6.45	5.49 / 1.51	0.96	0.08
15. I am able to register for classes I need with few conflicts.	6.64	5.72 / 1.53	0.92	6.38	5.39 / 1.56	0.99	0.33 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.52	5.82 / 1.49	0.70	6.19	5.44 / 1.45	0.75	0.38 ***
43. Class change (drop/add) policies are reasonable.	6.44	5.84 / 1.46	0.60	6.13	5.50 / 1.46	0.63	0.34 ***
51. There are convenient ways of paying my school bill.	6.59	6.09 / 1.34	0.50	6.18	5.52 / 1.47	0.66	0.57 ***
56. The business office is open during hours which are convenient for most students.	6.34	5.78 / 1.45	0.56	6.05	5.43 / 1.43	0.62	0.35 ***
60. Billing policies are reasonable.	6.50	5.95 / 1.32	0.55	6.09	5.38 / 1.46	0.71	0.57 ***
62. Bookstore staff are helpful.	6.41	5.70 / 1.65	0.71	6.06	5.60 / 1.47	0.46	0.10

\* 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 191857 records.

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.82 / 1.25			5.52 / 1.25		0.30 ***
81. Institution's commitment to part-time students?		5.93 / 1.29			5.63 / 1.36		0.30 ***
82. Institution's commitment to evening students?		5.86 / 1.40			5.53 / 1.43		0.33 ***
83. Institution's commitment to older, returning learners?		5.88 / 1.43			5.60 / 1.40		0.28 ***
84. Institution's commitment to under-represented populations?		5.72 / 1.53			5.42 / 1.39		0.30 ***
85. Institution's commitment to commuters?		5.69 / 1.51			5.41 / 1.47		0.28 ***
86. Institution's commitment to students with disabilities?		5.81 / 1.50			5.54 / 1.41		0.27 **

\* 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 191857 records.

### Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.29	5.61 / 1.27	0.68	6.05	5.06 / 1.20	0.99	0.55 ***
4. Security staff are helpful.	5.93	5.42 / 1.57	0.51	5.59	5.03 / 1.57	0.56	0.39 ***
11. Security staff respond quickly in emergencies.	6.22	5.34 / 1.77	0.88	5.95	5.01 / 1.47	0.94	0.33 **
24. Parking lots are well-lighted and secure.	6.37	5.57 / 1.63	0.80	6.13	5.18 / 1.63	0.95	0.39 ***
31. The campus is safe and secure for all students.	6.57	5.98 / 1.35	0.59	6.33	5.63 / 1.34	0.70	0.35 ***
39. The amount of student parking space on campus is adequate.	6.27	5.56 / 1.69	0.71	6.20	4.42 / 2.02	1.78	1.14 ***

\* 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 191857 records.

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.35	5.60 / 1.28	0.75	6.00	5.31 / 1.09	0.69	0.29 ***
5. The personnel involved in registration are helpful.	6.48	5.81 / 1.55	0.67	6.21	5.35 / 1.58	0.86	0.46 ***
22. People on this campus respect and are supportive of each other.	6.37	5.78 / 1.41	0.59	6.00	5.32 / 1.41	0.68	0.46 ***
26. Library staff are helpful and approachable.	6.42	5.95 / 1.42	0.47	5.98	5.59 / 1.39	0.39	0.36 ***
27. The campus staff are caring and helpful.	6.43	5.83 / 1.42	0.60	6.09	5.49 / 1.34	0.60	0.34 ***
44. I generally know what's happening on campus.	5.89	5.12 / 1.70	0.77	5.57	5.04 / 1.53	0.53	0.08
57. Administrators are approachable to students.	6.37	5.67 / 1.60	0.70	6.05	5.33 / 1.48	0.72	0.34 ***
62. Bookstore staff are helpful.	6.41	5.70 / 1.65	0.71	6.06	5.60 / 1.47	0.46	0.10
63. I seldom get the "run-around" when seeking information on this campus.	6.44	5.43 / 1.80	1.01	6.07	5.10 / 1.67	0.97	0.33 ***
67. Channels for expressing student complaints are readily available.	6.31	5.15 / 1.86	1.16	5.95	4.91 / 1.64	1.04	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 191857 records.

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.33	5.72 / 1.29	0.61	6.02	5.41 / 1.16	0.61	0.31 ***
1. Most students feel a sense of belonging here.	5.84	5.49 / 1.44	0.35	5.53	5.33 / 1.38	0.20	0.16 *
16. The college shows concern for students as individuals.	6.38	5.52 / 1.63	0.86	6.12	5.13 / 1.56	0.99	0.39 ***
27. The campus staff are caring and helpful.	6.43	5.83 / 1.42	0.60	6.09	5.49 / 1.34	0.60	0.34 ***
28. It is an enjoyable experience to be a student on this campus.	6.42	5.81 / 1.46	0.61	6.17	5.54 / 1.43	0.63	0.27 ***
36. Students are made to feel welcome on this campus.	6.52	5.98 / 1.38	0.54	6.18	5.62 / 1.36	0.56	0.36 ***
57. Administrators are approachable to students.	6.37	5.67 / 1.60	0.70	6.05	5.33 / 1.48	0.72	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 191857 records.

## Institutional Summary

### Items: In Sequential Order

Item	Great Basin 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.	5.84	5.49 / 1.44	0.35	5.53	5.33 / 1.38	0.20	0.16 *
2. Faculty care about me as an individual.	6.27	5.54 / 1.50	0.73	6.00	5.39 / 1.42	0.61	0.15 *
3. The quality of instruction in the vocational/technical programs is excellent.	6.40	5.56 / 1.47	0.84	6.08	5.42 / 1.35	0.66	0.14
4. Security staff are helpful.	5.93	5.42 / 1.57	0.51	5.59	5.03 / 1.57	0.56	0.39 ***
5. The personnel involved in registration are helpful.	6.48	5.81 / 1.55	0.67	6.21	5.35 / 1.58	0.86	0.46 ***
6. My academic advisor is approachable.	6.54	5.87 / 1.56	0.67	6.26	5.42 / 1.64	0.84	0.45 ***
7. Adequate financial aid is available for most students.	6.53	5.61 / 1.62	0.92	6.27	5.28 / 1.68	0.99	0.33 ***
8. Classes are scheduled at times that are convenient for me.	6.60	5.57 / 1.62	1.03	6.45	5.49 / 1.51	0.96	0.08
9. Internships or practical experiences are provided in my degree/certificate program.	6.25	5.28 / 1.72	0.97	5.93	5.00 / 1.59	0.93	0.28 **
10. Child care facilities are available on campus.	5.09	4.34 / 2.14	0.75	4.52	4.44 / 1.67	0.08	-0.10
11. Security staff respond quickly in emergencies.	6.22	5.34 / 1.77	0.88	5.95	5.01 / 1.47	0.94	0.33 **
12. My academic advisor helps me set goals to work toward.	6.33	5.48 / 1.73	0.85	6.04	5.04 / 1.73	1.00	0.44 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.45	5.32 / 1.78	1.13	6.13	4.98 / 1.70	1.15	0.34 ***
14. Library resources and services are adequate.	6.43	5.69 / 1.61	0.74	6.15	5.66 / 1.35	0.49	0.03

\* 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 191857 records.

## Institutional Summary

### Items: In Sequential Order

Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
15. I am able to register for classes I need with few conflicts.	6.64	5.72 / 1.53	0.92	6.38	5.39 / 1.56	0.99	0.33 ***
16. The college shows concern for students as individuals.	6.38	5.52 / 1.63	0.86	6.12	5.13 / 1.56	0.99	0.39 ***
17. Personnel in the Veterans' Services program are helpful.	5.88	5.08 / 1.72	0.80	4.80	4.65 / 1.40	0.15	0.43 **
18. The quality of instruction I receive in most of my classes is excellent.	6.69	5.78 / 1.42	0.91	6.44	5.60 / 1.35	0.84	0.18 **
19. This campus provides effective support services for displaced homemakers.	5.97	5.05 / 1.81	0.92	5.18	4.79 / 1.40	0.39	0.26 *
20. Financial aid counselors are helpful.	6.56	5.64 / 1.65	0.92	6.13	5.08 / 1.70	1.05	0.56 ***
21. There are a sufficient number of study areas on campus.	6.29	5.77 / 1.62	0.52	6.03	5.44 / 1.51	0.59	0.33 ***
22. People on this campus respect and are supportive of each other.	6.37	5.78 / 1.41	0.59	6.00	5.32 / 1.41	0.68	0.46 ***
23. Faculty are understanding of students' unique life circumstances.	6.46	5.55 / 1.61	0.91	6.16	5.26 / 1.53	0.90	0.29 ***
24. Parking lots are well-lighted and secure.	6.37	5.57 / 1.63	0.80	6.13	5.18 / 1.63	0.95	0.39 ***
25. My academic advisor is concerned about my success as an individual.	6.41	5.54 / 1.70	0.87	6.15	5.07 / 1.72	1.08	0.47 ***
26. Library staff are helpful and approachable.	6.42	5.95 / 1.42	0.47	5.98	5.59 / 1.39	0.39	0.36 ***

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National Group Means are based on 191857 records.

## Institutional Summary

### Items: In Sequential Order

Item	Great Basin 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.	6.43	5.83 / 1.42	0.60	6.09	5.49 / 1.34	0.60	0.34 ***
28. It is an enjoyable experience to be a student on this campus.	6.42	5.81 / 1.46	0.61	6.17	5.54 / 1.43	0.63	0.27 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.55	5.72 / 1.50	0.83	6.27	5.42 / 1.49	0.85	0.30 ***
30. The career services office provides students with the help they need to get a job.	6.30	5.37 / 1.77	0.93	5.93	4.96 / 1.49	0.97	0.41 ***
31. The campus is safe and secure for all students.	6.57	5.98 / 1.35	0.59	6.33	5.63 / 1.34	0.70	0.35 ***
32. My academic advisor is knowledgeable about my program requirements.	6.65	5.81 / 1.62	0.84	6.33	5.40 / 1.65	0.93	0.41 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.41	5.69 / 1.59	0.72	5.82	5.17 / 1.45	0.65	0.52 ***
34. Computer labs are adequate and accessible.	6.62	6.18 / 1.28	0.44	6.21	5.57 / 1.46	0.64	0.61 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.52	5.82 / 1.49	0.70	6.19	5.44 / 1.45	0.75	0.38 ***
36. Students are made to feel welcome on this campus.	6.52	5.98 / 1.38	0.54	6.18	5.62 / 1.36	0.56	0.36 ***
37. Faculty take into consideration student differences as they teach a course.	6.25	5.40 / 1.54	0.85	6.09	5.25 / 1.47	0.84	0.15 *
38. The student center is a comfortable place for students to spend their leisure time.	6.09	5.67 / 1.50	0.42	5.72	5.28 / 1.47	0.44	0.39 ***

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## Institutional Summary

### Items: In Sequential Order

Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
39. The amount of student parking space on campus is adequate.	6.27	5.56 / 1.69	0.71	6.20	4.42 / 2.02	1.78	1.14 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.38	5.44 / 1.73	0.94	6.19	5.15 / 1.66	1.04	0.29 **
41. Admissions staff are knowledgeable.	6.49	5.82 / 1.47	0.67	6.19	5.43 / 1.44	0.76	0.39 ***
42. The equipment in the lab facilities is kept up to date.	6.42	5.77 / 1.51	0.65	6.16	5.48 / 1.42	0.68	0.29 ***
43. Class change (drop/add) policies are reasonable.	6.44	5.84 / 1.46	0.60	6.13	5.50 / 1.46	0.63	0.34 ***
44. I generally know what's happening on campus.	5.89	5.12 / 1.70	0.77	5.57	5.04 / 1.53	0.53	0.08
45. This institution has a good reputation within the community.	6.39	5.98 / 1.46	0.41	6.07	5.66 / 1.37	0.41	0.32 ***
46. Faculty provide timely feedback about student progress in a course.	6.60	5.61 / 1.57	0.99	6.22	5.29 / 1.50	0.93	0.32 ***
47. There are adequate services to help me decide upon a career.	6.30	5.33 / 1.71	0.97	6.08	5.22 / 1.49	0.86	0.11
48. Counseling staff care about students as individuals.	6.35	5.61 / 1.64	0.74	6.07	5.22 / 1.54	0.85	0.39 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.42	5.67 / 1.53	0.75	6.00	5.21 / 1.47	0.79	0.46 ***
50. Tutoring services are readily available.	6.39	5.72 / 1.58	0.67	6.04	5.50 / 1.45	0.54	0.22 **

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

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## Institutional Summary

### Items: In Sequential Order

Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
51. There are convenient ways of paying my school bill.	6.59	6.09 / 1.34	0.50	6.18	5.52 / 1.47	0.66	0.57 ***
52. This school does whatever it can to help me reach my educational goals.	6.45	5.56 / 1.57	0.89	6.24	5.27 / 1.50	0.97	0.29 ***
53. The assessment and course placement procedures are reasonable.	6.38	5.71 / 1.44	0.67	6.06	5.37 / 1.43	0.69	0.34 ***
54. Faculty are interested in my academic problems.	6.32	5.56 / 1.57	0.76	6.05	5.21 / 1.49	0.84	0.35 ***
55. Academic support services adequately meet the needs of students.	6.38	5.63 / 1.49	0.75	6.04	5.31 / 1.39	0.73	0.32 ***
56. The business office is open during hours which are convenient for most students.	6.34	5.78 / 1.45	0.56	6.05	5.43 / 1.43	0.62	0.35 ***
57. Administrators are approachable to students.	6.37	5.67 / 1.60	0.70	6.05	5.33 / 1.48	0.72	0.34 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.61	5.91 / 1.44	0.70	6.36	5.71 / 1.33	0.65	0.20 **
59. New student orientation services help students adjust to college.	6.16	5.47 / 1.75	0.69	5.84	5.29 / 1.49	0.55	0.18 *
60. Billing policies are reasonable.	6.50	5.95 / 1.32	0.55	6.09	5.38 / 1.46	0.71	0.57 ***
61. Faculty are usually available after class and during office hours.	6.49	5.85 / 1.46	0.64	6.23	5.64 / 1.37	0.59	0.21 **
62. Bookstore staff are helpful.	6.41	5.70 / 1.65	0.71	6.06	5.60 / 1.47	0.46	0.10

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**Institutional Summary**

**Items: In Sequential Order**

Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
63. I seldom get the "run-around" when seeking information on this campus.	6.44	5.43 / 1.80	1.01	6.07	5.10 / 1.67	0.97	0.33 ***
64. Nearly all classes deal with practical experiences and applications.	6.33	5.60 / 1.55	0.73	6.10	5.44 / 1.37	0.66	0.16 *
65. Students are notified early in the term if they are doing poorly in a class.	6.32	5.05 / 1.87	1.27	6.19	4.91 / 1.74	1.28	0.14
66. Program requirements are clear and reasonable.	6.63	5.85 / 1.40	0.78	6.29	5.55 / 1.39	0.74	0.30 ***
67. Channels for expressing student complaints are readily available.	6.31	5.15 / 1.86	1.16	5.95	4.91 / 1.64	1.04	0.24 **
68. On the whole, the campus is well-maintained.	6.46	6.30 / 1.17	0.16	6.20	5.83 / 1.30	0.37	0.47 ***
69. There is a good variety of courses provided on this campus.	6.60	5.49 / 1.74	1.11	6.33	5.65 / 1.41	0.68	-0.16 *
70. I am able to experience intellectual growth here.	6.63	5.99 / 1.34	0.64	6.35	5.76 / 1.32	0.59	0.23 ***
71. Campus item: Online registration is convenient	6.62	6.22 / 1.37	0.40				
72. Campus item 2							
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							

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## Institutional Summary

### Items: In Sequential Order

Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.93 / 1.29			5.63 / 1.36		0.30 ***
82. Institution's commitment to evening students?		5.86 / 1.40			5.53 / 1.43		0.33 ***
83. Institution's commitment to older, returning learners?		5.88 / 1.43			5.60 / 1.40		0.28 ***
84. Institution's commitment to under-represented populations?		5.72 / 1.53			5.42 / 1.39		0.30 ***
85. Institution's commitment to commuters?		5.69 / 1.51			5.41 / 1.47		0.28 ***
86. Institution's commitment to students with disabilities?		5.81 / 1.50			5.54 / 1.41		0.27 **
87. Cost as factor in decision to enroll.	6.25			6.31			
88. Financial aid as factor in decision to enroll.	6.08			6.03			
89. Academic reputation as factor in decision to enroll.	5.85			5.85			
90. Size of institution as factor in decision to enroll.	4.98			5.19			
91. Opportunity to play sports as factor in decision to enroll.	2.94			3.53			

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**Institutional Summary**

**Items: In Sequential Order**

Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
92. Recommendations from family/friends as factor in decision to enroll.	4.55			4.91			
93. Geographic setting as factor in decision to enroll.	5.68			5.48			
94. Campus appearance as factor in decision to enroll.	4.88			5.22			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.61			5.38			

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## Institutional Summary

### Summary Items

Summary Item	Great Basin 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: 4.89  3% 0% 4% 34% 22% 16% 16%	Average: 4.82  1% 1% 6% 36% 25% 12% 15%	0.07
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: 5.64  2% 2% 4% 7% 13% 42% 27%	Average: 5.46  1% 2% 5% 11% 17% 40% 20%	0.18
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: 5.96  3% 3% 1% 4% 7% 31% 47%	Average: 5.72  2% 4% 3% 8% 10% 31% 39%	0.24