

## Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	1488	65.84%	1 year or less	774	34.26%
Male	772	34.16%	2 years	902	39.93%
Total	2260	100.00%	3 years	318	14.08%
No Response	28		4 or more years	265	11.73%
			Total	2259	100.00%
			No Response	29	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	156	6.89%	No credits earned	178	7.92%
19 to 24	922	40.72%	1.99 or below	58	2.58%
25 to 34	626	27.65%	2.0 - 2.49	203	9.03%
35 to 44	297	13.12%	2.5 - 2.99	434	19.31%
45 and over	263	11.62%	3.0 - 3.49	648	28.84%
Total	2264	100.00%	3.5 or above	726	32.31%
No Response	24		Total	2247	100.00%
			No Response	41	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	369	16.30%	Associate degree	1143	53.41%
American Indian or Alaskan Native	13	0.57%	Vocational/technical program	72	3.36%
Asian or Pacific Islander	105	4.64%	Transfer to another institution	696	32.52%
Caucasian/White	1440	63.60%	Certification (initial / renewal)	100	4.67%
Hispanic	103	4.55%	Self-improvement/pleasure	24	1.12%
Other race	116	5.12%	Job-related training	38	1.78%
Race - Prefer not to respond	118	5.21%	Other educational goal	67	3.13%
Total	2264	100.00%	Total	2140	100.00%
No Response	24		No Response	148	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Employment</b>	<b>N</b>	<b>%</b>
Day	1557	69.73%	Full-time off campus	878	38.94%
Evening	615	27.54%	Part-time off campus	778	34.50%
Weekend	61	2.73%	Full-time on campus	51	2.26%
Total	2233	100.00%	Part-time on campus	92	4.08%
No Response	55		Not employed	456	20.22%
			Total	2255	100.00%
			No Response	33	
<b>Current Class Load</b>	<b>N</b>	<b>%</b>			
Full-time	1095	48.58%			
Part-time	1159	51.42%			
Total	2254	100.00%			
No Response	34				

## Demographics

<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Institution Question 2</b>	<b>N</b>	<b>%</b>
Residence hall	7	0.31%	Campus item 2 - Answer 1	0	0%
Own house	636	28.09%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	715	31.58%	Campus item 2 - Answer 3	0	0%
Parent's home	723	31.93%	Campus item 2 - Answer 4	0	0%
Other residence	183	8.08%	Campus item 2 - Answer 5	0	0%
Total	2264	100.00%	Campus item 2 - Answer 6	0	0%
No Response	24		Total	0	100.00%
			No Response	2288	
<b>Residence Classification</b>	<b>N</b>	<b>%</b>			
In-state	2191	96.90%			
Out-of-state	30	1.33%			
International (not U.S. citizen)	40	1.77%			
Total	2261	100.00%			
No Response	27				
<b>Disabilities</b>	<b>N</b>	<b>%</b>			
Yes - Disability	226	10.00%			
No - Disability	2034	90.00%			
Total	2260	100.00%			
No Response	28				
<b>Institution Was My</b>	<b>N</b>	<b>%</b>			
1st choice	1329	68.75%			
2nd choice	444	22.97%			
3rd choice or lower	160	8.28%			
Total	1933	100.00%			
No Response	355				
<b>Institution Question</b>	<b>N</b>	<b>%</b>			
Campus item - Answer 1	0	0%			
Campus item - Answer 2	0	0%			
Campus item - Answer 3	0	0%			
Campus item - Answer 4	0	0%			
Campus item - Answer 5	0	0%			
Campus item - Answer 6	0	0%			
Total	0	100.00%			
No Response	2288				

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 11. Security staff respond quickly in emergencies.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 70. I am able to experience intellectual growth here.
- 69. There is a good variety of courses provided on this campus.
- 51. There are convenient ways of paying my school bill.
- 14. Library resources and services are adequate.
- 34. Computer labs are adequate and accessible.
- 36. Students are made to feel welcome on this campus.
- 43. Class change (drop/add) policies are reasonable.
- 61. Faculty are usually available after class and during office hours.
- 68. On the whole, the campus is well-maintained.
- 50. Tutoring services are readily available.

#### **Challenges**

- 31. The campus is safe and secure for all students.
- 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.
- 8. Classes are scheduled at times that are convenient for me.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 46. Faculty provide timely feedback about student progress in a course.
- 7. Adequate financial aid is available for most students.
- 52. This school does whatever it can to help me reach my educational goals.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 24. Parking lots are well-lighted and secure.
- 20. Financial aid counselors are helpful.
- 39. The amount of student parking space on campus is adequate.
- 65. Students are notified early in the term if they are doing poorly in a class.

## **Strategic Planning Overview**

### **Benchmarks**

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

- 11. Security staff respond quickly in emergencies.
- 15. I am able to register for classes I need with few conflicts.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 32. My academic advisor is knowledgeable about my program requirements.
- 8. Classes are scheduled at times that are convenient for me.
- 70. I am able to experience intellectual growth here.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 66. Program requirements are clear and reasonable.
- 69. There is a good variety of courses provided on this campus.
- 6. My academic advisor is approachable.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 46. Faculty provide timely feedback about student progress in a course.
- 7. Adequate financial aid is available for most students.
- 41. Admissions staff are knowledgeable.
- 51. There are convenient ways of paying my school bill.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 42. The equipment in the lab facilities is kept up to date.
- 52. This school does whatever it can to help me reach my educational goals.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 14. Library resources and services are adequate.
- 34. Computer labs are adequate and accessible.
- 24. Parking lots are well-lighted and secure.
- 20. Financial aid counselors are helpful.
- 3. The quality of instruction in the vocational/technical programs is excellent.
- 36. Students are made to feel welcome on this campus.
- 43. Class change (drop/add) policies are reasonable.
- 61. Faculty are usually available after class and during office hours.
- 5. The personnel involved in registration are helpful.
- 68. On the whole, the campus is well-maintained.
- 55. Academic support services adequately meet the needs of students.
- 47. There are adequate services to help me decide upon a career.
- 48. Counseling staff care about students as individuals.
- 50. Tutoring services are readily available.
- 65. Students are notified early in the term if they are doing poorly in a class.

## **Strategic Planning Overview**

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

- 11. Security staff respond quickly in emergencies.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 42. The equipment in the lab facilities is kept up to date.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 14. Library resources and services are adequate.
- 24. Parking lots are well-lighted and secure.
- 55. Academic support services adequately meet the needs of students.
- 50. Tutoring services are readily available.

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Scale	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Safety and Security	6.38	5.53 / 1.20	0.85	6.15	5.34 / 1.21	0.81	0.19 ***
Academic Advising/Counseling	6.37	5.64 / 1.35	0.73	6.26	5.42 / 1.36	0.84	0.22 ***
Instructional Effectiveness	6.37	5.74 / 1.08	0.63	6.29	5.58 / 1.11	0.71	0.16 ***
Registration Effectiveness	6.36	5.85 / 0.97	0.51	6.26	5.60 / 1.07	0.66	0.25 ***
Admissions and Financial Aid	6.35	5.68 / 1.26	0.67	6.18	5.38 / 1.27	0.80	0.30 ***
Academic Services	6.32	5.99 / 1.01	0.33	6.16	5.70 / 1.06	0.46	0.29 ***
Concern for the Individual	6.30	5.63 / 1.23	0.67	6.20	5.43 / 1.26	0.77	0.20 ***
Campus Climate	6.21	5.70 / 1.09	0.51	6.10	5.50 / 1.12	0.60	0.20 ***
Student Centeredness	6.21	5.76 / 1.14	0.45	6.11	5.56 / 1.18	0.55	0.20 ***
Service Excellence	6.20	5.74 / 1.07	0.46	6.08	5.48 / 1.12	0.60	0.26 ***
Campus Support Services	5.99	5.51 / 1.40	0.48	5.67	5.21 / 1.26	0.46	0.30 ***
Responsiveness to Diverse Populations		5.91 / 1.21			5.66 / 1.27		0.25 ***

National Group Means are based on 185252 records.

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

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. The campus is safe and secure for all students.	6.53	5.80 / 1.32	0.73	6.41	5.82 / 1.29	0.59	-0.02
18. The quality of instruction I receive in most of my classes is excellent.	6.52	5.68 / 1.37	0.84	6.49	5.66 / 1.37	0.83	0.02
11. Security staff respond quickly in emergencies.	6.51	5.93 / 1.33	0.58	6.11	5.28 / 1.49	0.83	0.65 ***
15. I am able to register for classes I need with few conflicts.	6.51	5.75 / 1.42	0.76	6.43	5.57 / 1.51	0.86	0.18 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.51	5.99 / 1.27	0.52	6.42	5.83 / 1.31	0.59	0.16 ***
8. Classes are scheduled at times that are convenient for me.	6.50	5.65 / 1.47	0.85	6.46	5.56 / 1.50	0.90	0.09 **
32. My academic advisor is knowledgeable about my program requirements.	6.50	5.81 / 1.60	0.69	6.40	5.57 / 1.64	0.83	0.24 ***
70. I am able to experience intellectual growth here.	6.48	6.08 / 1.23	0.40	6.42	5.90 / 1.29	0.52	0.18 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.46	5.86 / 1.39	0.60	6.34	5.57 / 1.49	0.77	0.29 ***
66. Program requirements are clear and reasonable.	6.45	5.88 / 1.36	0.57	6.37	5.68 / 1.40	0.69	0.20 ***
69. There is a good variety of courses provided on this campus.	6.44	6.11 / 1.17	0.33	6.37	5.79 / 1.37	0.58	0.32 ***
6. My academic advisor is approachable.	6.43	5.76 / 1.61	0.67	6.32	5.59 / 1.62	0.73	0.17 ***
87. Cost as factor in decision to enroll.	6.43			6.35			
7. Adequate financial aid is available for most students.	6.42	5.64 / 1.63	0.78	6.31	5.41 / 1.66	0.90	0.23 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.42	5.66 / 1.61	0.76	6.26	5.34 / 1.66	0.92	0.32 ***

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. Faculty provide timely feedback about student progress in a course.	6.42	5.56 / 1.53	0.86	6.31	5.45 / 1.50	0.86	0.11 ***
41. Admissions staff are knowledgeable.	6.41	5.89 / 1.36	0.52	6.27	5.58 / 1.44	0.69	0.31 ***
51. There are convenient ways of paying my school bill.	6.41	6.03 / 1.35	0.38	6.26	5.67 / 1.45	0.59	0.36 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.39	5.84 / 1.36	0.55	6.27	5.59 / 1.44	0.68	0.25 ***
42. The equipment in the lab facilities is kept up to date.	6.39	5.82 / 1.34	0.57	6.23	5.62 / 1.42	0.61	0.20 ***
52. This school does whatever it can to help me reach my educational goals.	6.39	5.65 / 1.45	0.74	6.31	5.43 / 1.50	0.88	0.22 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.38	5.56 / 1.62	0.82	6.21	5.21 / 1.68	1.00	0.35 ***
14. Library resources and services are adequate.	6.37	6.16 / 1.15	0.21	6.19	5.83 / 1.31	0.36	0.33 ***
34. Computer labs are adequate and accessible.	6.37	6.12 / 1.21	0.25	6.25	5.82 / 1.37	0.43	0.30 ***
24. Parking lots are well-lighted and secure.	6.35	5.55 / 1.47	0.80	6.19	5.42 / 1.57	0.77	0.13 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.34	5.69 / 1.31	0.65	6.19	5.52 / 1.37	0.67	0.17 ***
20. Financial aid counselors are helpful.	6.34	5.47 / 1.67	0.87	6.21	5.29 / 1.68	0.92	0.18 ***
36. Students are made to feel welcome on this campus.	6.34	5.96 / 1.26	0.38	6.26	5.77 / 1.34	0.49	0.19 ***
43. Class change (drop/add) policies are reasonable.	6.34	5.99 / 1.30	0.35	6.20	5.66 / 1.44	0.54	0.33 ***
61. Faculty are usually available after class and during office hours.	6.34	5.90 / 1.34	0.44	6.28	5.77 / 1.35	0.51	0.13 ***

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
5. The personnel involved in registration are helpful.	6.33	5.65 / 1.53	0.68	6.25	5.50 / 1.56	0.75	0.15 ***
68. On the whole, the campus is well-maintained.	6.33	6.11 / 1.15	0.22	6.27	5.96 / 1.27	0.31	0.15 ***
55. Academic support services adequately meet the needs of students.	6.32	5.76 / 1.39	0.56	6.15	5.50 / 1.41	0.65	0.26 ***
47. There are adequate services to help me decide upon a career.	6.31	5.66 / 1.49	0.65	6.16	5.41 / 1.50	0.75	0.25 ***
48. Counseling staff care about students as individuals.	6.31	5.75 / 1.47	0.56	6.17	5.46 / 1.52	0.71	0.29 ***
50. Tutoring services are readily available.	6.31	5.94 / 1.40	0.37	6.14	5.68 / 1.42	0.46	0.26 ***
39. The amount of student parking space on campus is adequate.	6.30	4.83 / 1.92	1.47	6.23	4.84 / 1.95	1.39	-0.01
65. Students are notified early in the term if they are doing poorly in a class.	6.30	5.37 / 1.75	0.93	6.23	5.12 / 1.73	1.11	0.25 ***
27. The campus staff are caring and helpful.	6.29	5.88 / 1.24	0.41	6.19	5.67 / 1.32	0.52	0.21 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.29	5.74 / 1.42	0.55	6.10	5.41 / 1.48	0.69	0.33 ***
60. Billing policies are reasonable.	6.29	5.88 / 1.32	0.41	6.18	5.54 / 1.45	0.64	0.34 ***
72. Campus item: The staff in Student Central provides me with accurate information/service.	6.29	5.80 / 1.45	0.49				
23. Faculty are understanding of students' unique life circumstances.	6.28	5.58 / 1.54	0.70	6.25	5.41 / 1.54	0.84	0.17 ***
25. My academic advisor is concerned about my success as an individual.	6.28	5.43 / 1.73	0.85	6.23	5.29 / 1.71	0.94	0.14 ***
30. The career services office provides students with the help they need to get a job.	6.28	5.63 / 1.58	0.65	6.04	5.25 / 1.50	0.79	0.38 ***

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
53. The assessment and course placement procedures are reasonable.	6.28	5.79 / 1.37	0.49	6.16	5.55 / 1.41	0.61	0.24 ***
21. There are a sufficient number of study areas on campus.	6.27	5.99 / 1.32	0.28	6.12	5.69 / 1.44	0.43	0.30 ***
28. It is an enjoyable experience to be a student on this campus.	6.27	5.82 / 1.39	0.45	6.23	5.65 / 1.43	0.58	0.17 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.26	5.52 / 1.62	0.74	6.13	5.26 / 1.66	0.87	0.26 ***
73. Campus item: After visiting Student Central, I have a better understanding of how to navigate CougarWeb and other online tools.	6.26	5.91 / 1.39	0.35				
12. My academic advisor helps me set goals to work toward.	6.25	5.44 / 1.79	0.81	6.12	5.25 / 1.74	0.87	0.19 ***
22. People on this campus respect and are supportive of each other.	6.25	5.73 / 1.36	0.52	6.11	5.52 / 1.39	0.59	0.21 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.25	5.74 / 1.45	0.51	5.96	5.38 / 1.47	0.58	0.36 ***
45. This institution has a good reputation within the community.	6.25	5.95 / 1.25	0.30	6.13	5.77 / 1.36	0.36	0.18 ***
57. Administrators are approachable to students.	6.25	5.74 / 1.43	0.51	6.15	5.52 / 1.46	0.63	0.22 ***
4. Security staff are helpful.	6.24	5.78 / 1.42	0.46	5.78	5.30 / 1.55	0.48	0.48 ***
54. Faculty are interested in my academic problems.	6.24	5.53 / 1.54	0.71	6.14	5.37 / 1.51	0.77	0.16 ***
62. Bookstore staff are helpful.	6.24	6.19 / 1.14	0.05	6.12	5.73 / 1.44	0.39	0.46 ***
64. Nearly all classes deal with practical experiences and applications.	6.24	5.66 / 1.39	0.58	6.19	5.57 / 1.38	0.62	0.09 **
16. The college shows concern for students as individuals.	6.23	5.54 / 1.52	0.69	6.19	5.29 / 1.57	0.90	0.25 ***

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

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
37. Faculty take into consideration student differences as they teach a course.	6.23	5.53 / 1.49	0.70	6.17	5.37 / 1.49	0.80	0.16 ***
26. Library staff are helpful and approachable.	6.22	6.10 / 1.22	0.12	6.06	5.78 / 1.35	0.28	0.32 ***
56. The business office is open during hours which are convenient for most students.	6.22	5.68 / 1.46	0.54	6.13	5.59 / 1.42	0.54	0.09 **
2. Faculty care about me as an individual.	6.20	5.60 / 1.41	0.60	6.10	5.52 / 1.43	0.58	0.08 **
9. Internships or practical experiences are provided in my degree/certificate program.	6.20	5.45 / 1.64	0.75	6.03	5.17 / 1.62	0.86	0.28 ***
88. Financial aid as factor in decision to enroll.	6.19			6.10			
67. Channels for expressing student complaints are readily available.	6.17	5.24 / 1.81	0.93	6.04	5.08 / 1.69	0.96	0.16 ***
71. Campus item: The staff members in Student Central make me feel important and valued.	6.15	5.68 / 1.47	0.47				
59. New student orientation services help students adjust to college.	6.12	5.70 / 1.54	0.42	5.95	5.43 / 1.52	0.52	0.27 ***
75. Campus item: Courses in Columbus State include different cultures and perspectives.	6.11	5.95 / 1.25	0.16				
74. Campus item: Cultural diversity and inclusion programs and events portray the different cultures and perspectives found at the college.	6.05	5.97 / 1.27	0.08				
17. Personnel in the Veterans' Services program are helpful.	6.02	5.66 / 1.54	0.36	5.22	4.98 / 1.49	0.24	0.68 ***
89. Academic reputation as factor in decision to enroll.	5.97			5.94			
38. The student center is a comfortable place for students to spend their leisure time.	5.96	5.68 / 1.49	0.28	5.84	5.50 / 1.45	0.34	0.18 ***

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

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
19. This campus provides effective support services for displaced homemakers.	5.90	5.42 / 1.63	0.48	5.39	5.00 / 1.47	0.39	0.42 ***
1. Most students feel a sense of belonging here.	5.89	5.63 / 1.31	0.26	5.66	5.43 / 1.39	0.23	0.20 ***
44. I generally know what's happening on campus.	5.73	5.55 / 1.51	0.18	5.67	5.22 / 1.55	0.45	0.33 ***
93. Geographic setting as factor in decision to enroll.	5.71			5.58			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.38			5.47			
90. Size of institution as factor in decision to enroll.	5.30			5.21			
94. Campus appearance as factor in decision to enroll.	5.23			5.27			
10. Child care facilities are available on campus.	5.01	4.23 / 2.18	0.78	4.60	4.46 / 1.80	0.14	-0.23 ***
92. Recommendations from family/friends as factor in decision to enroll.	4.94			4.99			
91. Opportunity to play sports as factor in decision to enroll.	3.59			3.56			
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.90 / 1.34			5.74 / 1.36		0.16 ***
82. Institution's commitment to evening students?		5.85 / 1.39			5.61 / 1.45		0.24 ***

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National Group Means are based on 185252 records.

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
83. Institution's commitment to older, returning learners?		5.88 / 1.42			5.71 / 1.42		0.17 ***
84. Institution's commitment to under-represented populations?		5.93 / 1.34			5.59 / 1.41		0.34 ***
85. Institution's commitment to commuters?		5.86 / 1.34			5.56 / 1.47		0.30 ***
86. Institution's commitment to students with disabilities?		6.11 / 1.24			5.72 / 1.40		0.39 ***

National Group Means are based on 185252 records.

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

Institutional Summary

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.37	5.64 / 1.35	0.73	6.26	5.42 / 1.36	0.84	0.22 ***
6. My academic advisor is approachable.	6.43	5.76 / 1.61	0.67	6.32	5.59 / 1.62	0.73	0.17 ***
12. My academic advisor helps me set goals to work toward.	6.25	5.44 / 1.79	0.81	6.12	5.25 / 1.74	0.87	0.19 ***
25. My academic advisor is concerned about my success as an individual.	6.28	5.43 / 1.73	0.85	6.23	5.29 / 1.71	0.94	0.14 ***
32. My academic advisor is knowledgeable about my program requirements.	6.50	5.81 / 1.60	0.69	6.40	5.57 / 1.64	0.83	0.24 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.42	5.66 / 1.61	0.76	6.26	5.34 / 1.66	0.92	0.32 ***
48. Counseling staff care about students as individuals.	6.31	5.75 / 1.47	0.56	6.17	5.46 / 1.52	0.71	0.29 ***
52. This school does whatever it can to help me reach my educational goals.	6.39	5.65 / 1.45	0.74	6.31	5.43 / 1.50	0.88	0.22 ***

National Group Means are based on 185252 records.

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

Institutional Summary

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.32	5.99 / 1.01	0.33	6.16	5.70 / 1.06	0.46	0.29 ***
14. Library resources and services are adequate.	6.37	6.16 / 1.15	0.21	6.19	5.83 / 1.31	0.36	0.33 ***
21. There are a sufficient number of study areas on campus.	6.27	5.99 / 1.32	0.28	6.12	5.69 / 1.44	0.43	0.30 ***
26. Library staff are helpful and approachable.	6.22	6.10 / 1.22	0.12	6.06	5.78 / 1.35	0.28	0.32 ***
34. Computer labs are adequate and accessible.	6.37	6.12 / 1.21	0.25	6.25	5.82 / 1.37	0.43	0.30 ***
42. The equipment in the lab facilities is kept up to date.	6.39	5.82 / 1.34	0.57	6.23	5.62 / 1.42	0.61	0.20 ***
50. Tutoring services are readily available.	6.31	5.94 / 1.40	0.37	6.14	5.68 / 1.42	0.46	0.26 ***
55. Academic support services adequately meet the needs of students.	6.32	5.76 / 1.39	0.56	6.15	5.50 / 1.41	0.65	0.26 ***

National Group Means are based on 185252 records.

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

Institutional Summary

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.35	5.68 / 1.26	0.67	6.18	5.38 / 1.27	0.80	0.30 ***
7. Adequate financial aid is available for most students.	6.42	5.64 / 1.63	0.78	6.31	5.41 / 1.66	0.90	0.23 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.38	5.56 / 1.62	0.82	6.21	5.21 / 1.68	1.00	0.35 ***
20. Financial aid counselors are helpful.	6.34	5.47 / 1.67	0.87	6.21	5.29 / 1.68	0.92	0.18 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.25	5.74 / 1.45	0.51	5.96	5.38 / 1.47	0.58	0.36 ***
41. Admissions staff are knowledgeable.	6.41	5.89 / 1.36	0.52	6.27	5.58 / 1.44	0.69	0.31 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.29	5.74 / 1.42	0.55	6.10	5.41 / 1.48	0.69	0.33 ***

National Group Means are based on 185252 records.

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



Institutional Summary

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

Scale/Item	Columbus State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.21	5.70 / 1.09	0.51	6.10	5.50 / 1.12	0.60	0.20 ***
1. Most students feel a sense of belonging here.	5.89	5.63 / 1.31	0.26	5.66	5.43 / 1.39	0.23	0.20 ***
2. Faculty care about me as an individual.	6.20	5.60 / 1.41	0.60	6.10	5.52 / 1.43	0.58	0.08 **
16. The college shows concern for students as individuals.	6.23	5.54 / 1.52	0.69	6.19	5.29 / 1.57	0.90	0.25 ***
22. People on this campus respect and are supportive of each other.	6.25	5.73 / 1.36	0.52	6.11	5.52 / 1.39	0.59	0.21 ***
27. The campus staff are caring and helpful.	6.29	5.88 / 1.24	0.41	6.19	5.67 / 1.32	0.52	0.21 ***
28. It is an enjoyable experience to be a student on this campus.	6.27	5.82 / 1.39	0.45	6.23	5.65 / 1.43	0.58	0.17 ***
31. The campus is safe and secure for all students.	6.53	5.80 / 1.32	0.73	6.41	5.82 / 1.29	0.59	-0.02
36. Students are made to feel welcome on this campus.	6.34	5.96 / 1.26	0.38	6.26	5.77 / 1.34	0.49	0.19 ***
44. I generally know what's happening on campus.	5.73	5.55 / 1.51	0.18	5.67	5.22 / 1.55	0.45	0.33 ***
45. This institution has a good reputation within the community.	6.25	5.95 / 1.25	0.30	6.13	5.77 / 1.36	0.36	0.18 ***
52. This school does whatever it can to help me reach my educational goals.	6.39	5.65 / 1.45	0.74	6.31	5.43 / 1.50	0.88	0.22 ***
57. Administrators are approachable to students.	6.25	5.74 / 1.43	0.51	6.15	5.52 / 1.46	0.63	0.22 ***
59. New student orientation services help students adjust to college.	6.12	5.70 / 1.54	0.42	5.95	5.43 / 1.52	0.52	0.27 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.26	5.52 / 1.62	0.74	6.13	5.26 / 1.66	0.87	0.26 ***
67. Channels for expressing student complaints are readily available.	6.17	5.24 / 1.81	0.93	6.04	5.08 / 1.69	0.96	0.16 ***

\* 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 185252 records.

Institutional Summary

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

Scale/Item	Columbus State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.99	5.51 / 1.40	0.48	5.67	5.21 / 1.26	0.46	0.30 ***
10. Child care facilities are available on campus.	5.01	4.23 / 2.18	0.78	4.60	4.46 / 1.80	0.14	-0.23 ***
17. Personnel in the Veterans' Services program are helpful.	6.02	5.66 / 1.54	0.36	5.22	4.98 / 1.49	0.24	0.68 ***
19. This campus provides effective support services for displaced homemakers.	5.90	5.42 / 1.63	0.48	5.39	5.00 / 1.47	0.39	0.42 ***
30. The career services office provides students with the help they need to get a job.	6.28	5.63 / 1.58	0.65	6.04	5.25 / 1.50	0.79	0.38 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.96	5.68 / 1.49	0.28	5.84	5.50 / 1.45	0.34	0.18 ***
47. There are adequate services to help me decide upon a career.	6.31	5.66 / 1.49	0.65	6.16	5.41 / 1.50	0.75	0.25 ***
59. New student orientation services help students adjust to college.	6.12	5.70 / 1.54	0.42	5.95	5.43 / 1.52	0.52	0.27 ***

National Group Means are based on 185252 records.

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

Institutional Summary

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.30	5.63 / 1.23	0.67	6.20	5.43 / 1.26	0.77	0.20 ***
2. Faculty care about me as an individual.	6.20	5.60 / 1.41	0.60	6.10	5.52 / 1.43	0.58	0.08 **
16. The college shows concern for students as individuals.	6.23	5.54 / 1.52	0.69	6.19	5.29 / 1.57	0.90	0.25 ***
25. My academic advisor is concerned about my success as an individual.	6.28	5.43 / 1.73	0.85	6.23	5.29 / 1.71	0.94	0.14 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.46	5.86 / 1.39	0.60	6.34	5.57 / 1.49	0.77	0.29 ***
48. Counseling staff care about students as individuals.	6.31	5.75 / 1.47	0.56	6.17	5.46 / 1.52	0.71	0.29 ***

National Group Means are based on 185252 records.

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

Institutional Summary

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.37	5.74 / 1.08	0.63	6.29	5.58 / 1.11	0.71	0.16 ***
2. Faculty care about me as an individual.	6.20	5.60 / 1.41	0.60	6.10	5.52 / 1.43	0.58	0.08 **
18. The quality of instruction I receive in most of my classes is excellent.	6.52	5.68 / 1.37	0.84	6.49	5.66 / 1.37	0.83	0.02
23. Faculty are understanding of students' unique life circumstances.	6.28	5.58 / 1.54	0.70	6.25	5.41 / 1.54	0.84	0.17 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.46	5.86 / 1.39	0.60	6.34	5.57 / 1.49	0.77	0.29 ***
37. Faculty take into consideration student differences as they teach a course.	6.23	5.53 / 1.49	0.70	6.17	5.37 / 1.49	0.80	0.16 ***
46. Faculty provide timely feedback about student progress in a course.	6.42	5.56 / 1.53	0.86	6.31	5.45 / 1.50	0.86	0.11 ***
54. Faculty are interested in my academic problems.	6.24	5.53 / 1.54	0.71	6.14	5.37 / 1.51	0.77	0.16 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.51	5.99 / 1.27	0.52	6.42	5.83 / 1.31	0.59	0.16 ***
61. Faculty are usually available after class and during office hours.	6.34	5.90 / 1.34	0.44	6.28	5.77 / 1.35	0.51	0.13 ***
64. Nearly all classes deal with practical experiences and applications.	6.24	5.66 / 1.39	0.58	6.19	5.57 / 1.38	0.62	0.09 **
65. Students are notified early in the term if they are doing poorly in a class.	6.30	5.37 / 1.75	0.93	6.23	5.12 / 1.73	1.11	0.25 ***
66. Program requirements are clear and reasonable.	6.45	5.88 / 1.36	0.57	6.37	5.68 / 1.40	0.69	0.20 ***

\* 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 185252 records.

Institutional Summary

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.44	6.11 / 1.17	0.33	6.37	5.79 / 1.37	0.58	0.32 ***
70. I am able to experience intellectual growth here.	6.48	6.08 / 1.23	0.40	6.42	5.90 / 1.29	0.52	0.18 ***

National Group Means are based on 185252 records.

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

Institutional Summary

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.36	5.85 / 0.97	0.51	6.26	5.60 / 1.07	0.66	0.25 ***
5. The personnel involved in registration are helpful.	6.33	5.65 / 1.53	0.68	6.25	5.50 / 1.56	0.75	0.15 ***
8. Classes are scheduled at times that are convenient for me.	6.50	5.65 / 1.47	0.85	6.46	5.56 / 1.50	0.90	0.09 **
15. I am able to register for classes I need with few conflicts.	6.51	5.75 / 1.42	0.76	6.43	5.57 / 1.51	0.86	0.18 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.39	5.84 / 1.36	0.55	6.27	5.59 / 1.44	0.68	0.25 ***
43. Class change (drop/add) policies are reasonable.	6.34	5.99 / 1.30	0.35	6.20	5.66 / 1.44	0.54	0.33 ***
51. There are convenient ways of paying my school bill.	6.41	6.03 / 1.35	0.38	6.26	5.67 / 1.45	0.59	0.36 ***
56. The business office is open during hours which are convenient for most students.	6.22	5.68 / 1.46	0.54	6.13	5.59 / 1.42	0.54	0.09 **
60. Billing policies are reasonable.	6.29	5.88 / 1.32	0.41	6.18	5.54 / 1.45	0.64	0.34 ***
62. Bookstore staff are helpful.	6.24	6.19 / 1.14	0.05	6.12	5.73 / 1.44	0.39	0.46 ***

National Group Means are based on 185252 records.

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

Institutional Summary

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.91 / 1.21			5.66 / 1.27		0.25 ***
81. Institution's commitment to part-time students?		5.90 / 1.34			5.74 / 1.36		0.16 ***
82. Institution's commitment to evening students?		5.85 / 1.39			5.61 / 1.45		0.24 ***
83. Institution's commitment to older, returning learners?		5.88 / 1.42			5.71 / 1.42		0.17 ***
84. Institution's commitment to under-represented populations?		5.93 / 1.34			5.59 / 1.41		0.34 ***
85. Institution's commitment to commuters?		5.86 / 1.34			5.56 / 1.47		0.30 ***
86. Institution's commitment to students with disabilities?		6.11 / 1.24			5.72 / 1.40		0.39 ***

National Group Means are based on 185252 records.

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

Institutional Summary

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.38	5.53 / 1.20	0.85	6.15	5.34 / 1.21	0.81	0.19 ***
4. Security staff are helpful.	6.24	5.78 / 1.42	0.46	5.78	5.30 / 1.55	0.48	0.48 ***
11. Security staff respond quickly in emergencies.	6.51	5.93 / 1.33	0.58	6.11	5.28 / 1.49	0.83	0.65 ***
24. Parking lots are well-lighted and secure.	6.35	5.55 / 1.47	0.80	6.19	5.42 / 1.57	0.77	0.13 ***
31. The campus is safe and secure for all students.	6.53	5.80 / 1.32	0.73	6.41	5.82 / 1.29	0.59	-0.02
39. The amount of student parking space on campus is adequate.	6.30	4.83 / 1.92	1.47	6.23	4.84 / 1.95	1.39	-0.01

National Group Means are based on 185252 records.

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



Institutional Summary

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

Scale/Item	Columbus State Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.20	5.74 / 1.07	0.46	6.08	5.48 / 1.12	0.60	0.26 ***
5. The personnel involved in registration are helpful.	6.33	5.65 / 1.53	0.68	6.25	5.50 / 1.56	0.75	0.15 ***
22. People on this campus respect and are supportive of each other.	6.25	5.73 / 1.36	0.52	6.11	5.52 / 1.39	0.59	0.21 ***
26. Library staff are helpful and approachable.	6.22	6.10 / 1.22	0.12	6.06	5.78 / 1.35	0.28	0.32 ***
27. The campus staff are caring and helpful.	6.29	5.88 / 1.24	0.41	6.19	5.67 / 1.32	0.52	0.21 ***
44. I generally know what's happening on campus.	5.73	5.55 / 1.51	0.18	5.67	5.22 / 1.55	0.45	0.33 ***
57. Administrators are approachable to students.	6.25	5.74 / 1.43	0.51	6.15	5.52 / 1.46	0.63	0.22 ***
62. Bookstore staff are helpful.	6.24	6.19 / 1.14	0.05	6.12	5.73 / 1.44	0.39	0.46 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.26	5.52 / 1.62	0.74	6.13	5.26 / 1.66	0.87	0.26 ***
67. Channels for expressing student complaints are readily available.	6.17	5.24 / 1.81	0.93	6.04	5.08 / 1.69	0.96	0.16 ***

National Group Means are based on 185252 records.

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

Institutional Summary

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

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.21	5.76 / 1.14	0.45	6.11	5.56 / 1.18	0.55	0.20 ***
1. Most students feel a sense of belonging here.	5.89	5.63 / 1.31	0.26	5.66	5.43 / 1.39	0.23	0.20 ***
16. The college shows concern for students as individuals.	6.23	5.54 / 1.52	0.69	6.19	5.29 / 1.57	0.90	0.25 ***
27. The campus staff are caring and helpful.	6.29	5.88 / 1.24	0.41	6.19	5.67 / 1.32	0.52	0.21 ***
28. It is an enjoyable experience to be a student on this campus.	6.27	5.82 / 1.39	0.45	6.23	5.65 / 1.43	0.58	0.17 ***
36. Students are made to feel welcome on this campus.	6.34	5.96 / 1.26	0.38	6.26	5.77 / 1.34	0.49	0.19 ***
57. Administrators are approachable to students.	6.25	5.74 / 1.43	0.51	6.15	5.52 / 1.46	0.63	0.22 ***

National Group Means are based on 185252 records.

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

**Institutional Summary**  
**Items: In Sequential Order**

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.89	5.63 / 1.31	0.26	5.66	5.43 / 1.39	0.23	0.20 ***
2. Faculty care about me as an individual.	6.20	5.60 / 1.41	0.60	6.10	5.52 / 1.43	0.58	0.08 **
3. The quality of instruction in the vocational/technical programs is excellent.	6.34	5.69 / 1.31	0.65	6.19	5.52 / 1.37	0.67	0.17 ***
4. Security staff are helpful.	6.24	5.78 / 1.42	0.46	5.78	5.30 / 1.55	0.48	0.48 ***
5. The personnel involved in registration are helpful.	6.33	5.65 / 1.53	0.68	6.25	5.50 / 1.56	0.75	0.15 ***
6. My academic advisor is approachable.	6.43	5.76 / 1.61	0.67	6.32	5.59 / 1.62	0.73	0.17 ***
7. Adequate financial aid is available for most students.	6.42	5.64 / 1.63	0.78	6.31	5.41 / 1.66	0.90	0.23 ***
8. Classes are scheduled at times that are convenient for me.	6.50	5.65 / 1.47	0.85	6.46	5.56 / 1.50	0.90	0.09 **
9. Internships or practical experiences are provided in my degree/certificate program.	6.20	5.45 / 1.64	0.75	6.03	5.17 / 1.62	0.86	0.28 ***
10. Child care facilities are available on campus.	5.01	4.23 / 2.18	0.78	4.60	4.46 / 1.80	0.14	-0.23 ***
11. Security staff respond quickly in emergencies.	6.51	5.93 / 1.33	0.58	6.11	5.28 / 1.49	0.83	0.65 ***
12. My academic advisor helps me set goals to work toward.	6.25	5.44 / 1.79	0.81	6.12	5.25 / 1.74	0.87	0.19 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.38	5.56 / 1.62	0.82	6.21	5.21 / 1.68	1.00	0.35 ***
14. Library resources and services are adequate.	6.37	6.16 / 1.15	0.21	6.19	5.83 / 1.31	0.36	0.33 ***
15. I am able to register for classes I need with few conflicts.	6.51	5.75 / 1.42	0.76	6.43	5.57 / 1.51	0.86	0.18 ***
16. The college shows concern for students as individuals.	6.23	5.54 / 1.52	0.69	6.19	5.29 / 1.57	0.90	0.25 ***

\* Difference statistically significant at the .05 level

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

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

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**Institutional Summary**  
**Items: In Sequential Order**

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	6.02	5.66 / 1.54	0.36	5.22	4.98 / 1.49	0.24	0.68 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.52	5.68 / 1.37	0.84	6.49	5.66 / 1.37	0.83	0.02
19. This campus provides effective support services for displaced homemakers.	5.90	5.42 / 1.63	0.48	5.39	5.00 / 1.47	0.39	0.42 ***
20. Financial aid counselors are helpful.	6.34	5.47 / 1.67	0.87	6.21	5.29 / 1.68	0.92	0.18 ***
21. There are a sufficient number of study areas on campus.	6.27	5.99 / 1.32	0.28	6.12	5.69 / 1.44	0.43	0.30 ***
22. People on this campus respect and are supportive of each other.	6.25	5.73 / 1.36	0.52	6.11	5.52 / 1.39	0.59	0.21 ***
23. Faculty are understanding of students' unique life circumstances.	6.28	5.58 / 1.54	0.70	6.25	5.41 / 1.54	0.84	0.17 ***
24. Parking lots are well-lighted and secure.	6.35	5.55 / 1.47	0.80	6.19	5.42 / 1.57	0.77	0.13 ***
25. My academic advisor is concerned about my success as an individual.	6.28	5.43 / 1.73	0.85	6.23	5.29 / 1.71	0.94	0.14 ***
26. Library staff are helpful and approachable.	6.22	6.10 / 1.22	0.12	6.06	5.78 / 1.35	0.28	0.32 ***
27. The campus staff are caring and helpful.	6.29	5.88 / 1.24	0.41	6.19	5.67 / 1.32	0.52	0.21 ***
28. It is an enjoyable experience to be a student on this campus.	6.27	5.82 / 1.39	0.45	6.23	5.65 / 1.43	0.58	0.17 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.46	5.86 / 1.39	0.60	6.34	5.57 / 1.49	0.77	0.29 ***
30. The career services office provides students with the help they need to get a job.	6.28	5.63 / 1.58	0.65	6.04	5.25 / 1.50	0.79	0.38 ***
31. The campus is safe and secure for all students.	6.53	5.80 / 1.32	0.73	6.41	5.82 / 1.29	0.59	-0.02

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**Institutional Summary**  
**Items: In Sequential Order**

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.50	5.81 / 1.60	0.69	6.40	5.57 / 1.64	0.83	0.24 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.25	5.74 / 1.45	0.51	5.96	5.38 / 1.47	0.58	0.36 ***
34. Computer labs are adequate and accessible.	6.37	6.12 / 1.21	0.25	6.25	5.82 / 1.37	0.43	0.30 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.39	5.84 / 1.36	0.55	6.27	5.59 / 1.44	0.68	0.25 ***
36. Students are made to feel welcome on this campus.	6.34	5.96 / 1.26	0.38	6.26	5.77 / 1.34	0.49	0.19 ***
37. Faculty take into consideration student differences as they teach a course.	6.23	5.53 / 1.49	0.70	6.17	5.37 / 1.49	0.80	0.16 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.96	5.68 / 1.49	0.28	5.84	5.50 / 1.45	0.34	0.18 ***
39. The amount of student parking space on campus is adequate.	6.30	4.83 / 1.92	1.47	6.23	4.84 / 1.95	1.39	-0.01
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.42	5.66 / 1.61	0.76	6.26	5.34 / 1.66	0.92	0.32 ***
41. Admissions staff are knowledgeable.	6.41	5.89 / 1.36	0.52	6.27	5.58 / 1.44	0.69	0.31 ***
42. The equipment in the lab facilities is kept up to date.	6.39	5.82 / 1.34	0.57	6.23	5.62 / 1.42	0.61	0.20 ***
43. Class change (drop/add) policies are reasonable.	6.34	5.99 / 1.30	0.35	6.20	5.66 / 1.44	0.54	0.33 ***
44. I generally know what's happening on campus.	5.73	5.55 / 1.51	0.18	5.67	5.22 / 1.55	0.45	0.33 ***
45. This institution has a good reputation within the community.	6.25	5.95 / 1.25	0.30	6.13	5.77 / 1.36	0.36	0.18 ***
46. Faculty provide timely feedback about student progress in a course.	6.42	5.56 / 1.53	0.86	6.31	5.45 / 1.50	0.86	0.11 ***

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**Institutional Summary**  
**Items: In Sequential Order**

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.31	5.66 / 1.49	0.65	6.16	5.41 / 1.50	0.75	0.25 ***
48. Counseling staff care about students as individuals.	6.31	5.75 / 1.47	0.56	6.17	5.46 / 1.52	0.71	0.29 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.29	5.74 / 1.42	0.55	6.10	5.41 / 1.48	0.69	0.33 ***
50. Tutoring services are readily available.	6.31	5.94 / 1.40	0.37	6.14	5.68 / 1.42	0.46	0.26 ***
51. There are convenient ways of paying my school bill.	6.41	6.03 / 1.35	0.38	6.26	5.67 / 1.45	0.59	0.36 ***
52. This school does whatever it can to help me reach my educational goals.	6.39	5.65 / 1.45	0.74	6.31	5.43 / 1.50	0.88	0.22 ***
53. The assessment and course placement procedures are reasonable.	6.28	5.79 / 1.37	0.49	6.16	5.55 / 1.41	0.61	0.24 ***
54. Faculty are interested in my academic problems.	6.24	5.53 / 1.54	0.71	6.14	5.37 / 1.51	0.77	0.16 ***
55. Academic support services adequately meet the needs of students.	6.32	5.76 / 1.39	0.56	6.15	5.50 / 1.41	0.65	0.26 ***
56. The business office is open during hours which are convenient for most students.	6.22	5.68 / 1.46	0.54	6.13	5.59 / 1.42	0.54	0.09 **
57. Administrators are approachable to students.	6.25	5.74 / 1.43	0.51	6.15	5.52 / 1.46	0.63	0.22 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.51	5.99 / 1.27	0.52	6.42	5.83 / 1.31	0.59	0.16 ***
59. New student orientation services help students adjust to college.	6.12	5.70 / 1.54	0.42	5.95	5.43 / 1.52	0.52	0.27 ***
60. Billing policies are reasonable.	6.29	5.88 / 1.32	0.41	6.18	5.54 / 1.45	0.64	0.34 ***
61. Faculty are usually available after class and during office hours.	6.34	5.90 / 1.34	0.44	6.28	5.77 / 1.35	0.51	0.13 ***

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**Institutional Summary**  
**Items: In Sequential Order**

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.24	6.19 / 1.14	0.05	6.12	5.73 / 1.44	0.39	0.46 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.26	5.52 / 1.62	0.74	6.13	5.26 / 1.66	0.87	0.26 ***
64. Nearly all classes deal with practical experiences and applications.	6.24	5.66 / 1.39	0.58	6.19	5.57 / 1.38	0.62	0.09 **
65. Students are notified early in the term if they are doing poorly in a class.	6.30	5.37 / 1.75	0.93	6.23	5.12 / 1.73	1.11	0.25 ***
66. Program requirements are clear and reasonable.	6.45	5.88 / 1.36	0.57	6.37	5.68 / 1.40	0.69	0.20 ***
67. Channels for expressing student complaints are readily available.	6.17	5.24 / 1.81	0.93	6.04	5.08 / 1.69	0.96	0.16 ***
68. On the whole, the campus is well-maintained.	6.33	6.11 / 1.15	0.22	6.27	5.96 / 1.27	0.31	0.15 ***
69. There is a good variety of courses provided on this campus.	6.44	6.11 / 1.17	0.33	6.37	5.79 / 1.37	0.58	0.32 ***
70. I am able to experience intellectual growth here.	6.48	6.08 / 1.23	0.40	6.42	5.90 / 1.29	0.52	0.18 ***
71. Campus item: The staff members in Student Central make me feel important and valued.	6.15	5.68 / 1.47	0.47				
72. Campus item: The staff in Student Central provides me with accurate information/service.	6.29	5.80 / 1.45	0.49				
73. Campus item: After visiting Student Central, I have a better understanding of how to navigate CougarWeb and other online tools.	6.26	5.91 / 1.39	0.35				
74. Campus item: Cultural diversity and inclusion programs and events portray the different cultures and perspectives found at the college.	6.05	5.97 / 1.27	0.08				
75. Campus item: Courses in Columbus State include different cultures and perspectives.	6.11	5.95 / 1.25	0.16				

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**Institutional Summary**  
**Items: In Sequential Order**

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.90 / 1.34			5.74 / 1.36		0.16 ***
82. Institution's commitment to evening students?		5.85 / 1.39			5.61 / 1.45		0.24 ***
83. Institution's commitment to older, returning learners?		5.88 / 1.42			5.71 / 1.42		0.17 ***
84. Institution's commitment to under-represented populations?		5.93 / 1.34			5.59 / 1.41		0.34 ***
85. Institution's commitment to commuters?		5.86 / 1.34			5.56 / 1.47		0.30 ***
86. Institution's commitment to students with disabilities?		6.11 / 1.24			5.72 / 1.40		0.39 ***
87. Cost as factor in decision to enroll.	6.43			6.35			
88. Financial aid as factor in decision to enroll.	6.19			6.10			
89. Academic reputation as factor in decision to enroll.	5.97			5.94			
90. Size of institution as factor in decision to enroll.	5.30			5.21			
91. Opportunity to play sports as factor in decision to enroll.	3.59			3.56			
92. Recommendations from family/friends as factor in decision to enroll.	4.94			4.99			

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**Institutional Summary**  
**Items: In Sequential Order**

	Columbus State Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
93. Geographic setting as factor in decision to enroll.	5.71			5.58			
94. Campus appearance as factor in decision to enroll.	5.23			5.27			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.38			5.47			

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**Institutional Summary**  
**Summary Items**

Summary Item	Columbus State Community 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: 4.95 1% 2% 5% 31% 27% 14% 17%	Average: 4.90 1% 1% 6% 33% 25% 13% 17%	0.05
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: 5.63 1% 2% 4% 9% 15% 41% 25%	Average: 5.55 1% 2% 5% 10% 15% 40% 23%	0.08
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 6.01 1% 2% 2% 6% 9% 30% 47%	Average: 5.78 2% 3% 3% 7% 10% 30% 41%	0.23