

Demographics

Gender			Class Level		
	N	%		N	%
Female	440	56.63%	1 year or less	353	45.26%
Male	337	43.37%	2 years	230	29.49%
Total	777	100.00%	3 years	87	11.15%
No Response	27		4 or more years	110	14.10%
			Total	780	100.00%
			No Response	24	
Age			Current GPA		
	N	%		N	%
18 and under	101	12.97%	No credits earned	92	12.04%
19 to 24	282	36.20%	1.99 or below	11	1.44%
25 to 34	177	22.72%	2.0 - 2.49	57	7.46%
35 to 44	67	8.60%	2.5 - 2.99	125	16.36%
45 and over	152	19.51%	3.0 - 3.49	220	28.80%
Total	779	100.00%	3.5 or above	259	33.90%
No Response	25		Total	764	100.00%
			No Response	40	
Ethnicity/Race			Educational Goal		
	N	%		N	%
African-American	11	1.43%	Associate degree	445	58.25%
American Indian or Alaskan Native	32	4.16%	Vocational/technical program	19	2.49%
Asian or Pacific Islander	15	1.95%	Transfer to another institution	110	14.40%
Caucasian/White	565	73.38%	Certification (initial / renewal)	72	9.42%
Hispanic	75	9.74%	Self-improvement/pleasure	59	7.72%
Other race	25	3.25%	Job-related training	21	2.75%
Race - Prefer not to respond	47	6.10%	Other educational goal	38	4.97%
Total	770	100.00%	Total	764	100.00%
No Response	34		No Response	40	
Current Enrollment Status			Employment		
	N	%		N	%
Day	591	78.91%	Full-time off campus	183	23.52%
Evening	157	20.96%	Part-time off campus	234	30.08%
Weekend	1	0.13%	Full-time on campus	13	1.67%
Total	749	100.00%	Part-time on campus	23	2.96%
No Response	55		Not employed	325	41.77%
			Total	778	100.00%
			No Response	26	
Current Class Load					
	N	%			
Full-time	428	54.80%			
Part-time	353	45.20%			
Total	781	100.00%			
No Response	23				

Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	42	5.39%	Campus item 2 - Answer 1	0	0%
Own house	237	30.42%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	222	28.50%	Campus item 2 - Answer 3	0	0%
Parent's home	226	29.01%	Campus item 2 - Answer 4	0	0%
Other residence	52	6.68%	Campus item 2 - Answer 5	0	0%
Total	779	100.00%	Campus item 2 - Answer 6	0	0%
No Response	25		Total	0	100.00%
			No Response	804	

Residence Classification			Group Code		
	N	%		N	%
In-state	730	93.47%	0001	1	0.15%
Out-of-state	43	5.51%	0007	1	0.15%
International (not U.S. citizen)	8	1.02%	1003	7	1.02%
Total	781	100.00%	1004	6	0.88%
No Response	23		1005	20	2.92%
			1006	25	3.65%
			1007	28	4.09%
			1008	6	0.88%
			1009	2	0.29%
			1013	4	0.58%
			1014	12	1.75%
			1015	4	0.58%
			1016	2	0.29%
			1017	4	0.58%
			1018	2	0.29%
			1019	3	0.44%
			1022	14	2.04%
			1023	1	0.15%
			1026	4	0.58%
			1028	1	0.15%
			1029	1	0.15%
			1030	5	0.73%
			1031	2	0.29%
			1032	5	0.73%
			1234	1	0.15%
			2001	10	1.46%
			2002	1	0.15%
			2003	7	1.02%
			2004	3	0.44%
			2005	21	3.07%
			2006	1	0.15%

Disabilities		
	N	%
Yes - Disability	86	11.04%
No - Disability	693	88.96%
Total	779	100.00%
No Response	25	

Institution Was My		
	N	%
1st choice	615	79.05%
2nd choice	123	15.81%
3rd choice or lower	40	5.14%
Total	778	100.00%
No Response	26	

Institution Question		
	N	%
Campus item - Answer 1	397	59.79%
Campus item - Answer 2	158	23.80%
Campus item - Answer 3	32	4.82%
Campus item - Answer 4	51	7.68%
Campus item - Answer 5	23	3.46%
Campus item - Answer 6	3	0.45%
Total	664	100.00%
No Response	140	

Demographics

2007	2	0.29%
2008	1	0.15%
2009	8	1.17%
2010	4	0.58%
2011	1	0.15%
2012	6	0.88%
2013	5	0.73%
2014	5	0.73%
2015	6	0.88%
2016	3	0.44%
2017	4	0.58%
2018	140	20.44%
2020	2	0.29%
2021	3	0.44%
2022	17	2.48%
2023	2	0.29%
2024	4	0.58%
2025	8	1.17%
2026	98	14.31%
2027	12	1.75%
2028	42	6.13%
2029	15	2.19%
2030	6	0.88%
2080	1	0.15%
2206	1	0.15%
3001	40	5.84%
3002	45	6.57%
Total	685	100.00%
No Response	119	

Institutional Summary

Scales: In Order of Importance

Scale	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.22	5.52 / 1.04	0.70	6.25	5.46 / 1.10	0.79	0.06
Registration Effectiveness	6.15	5.42 / 1.05	0.73	6.23	5.49 / 1.07	0.74	-0.07
Academic Advising/Counseling	6.12	5.28 / 1.36	0.84	6.22	5.26 / 1.36	0.96	0.02
Concern for the Individual	6.08	5.28 / 1.23	0.80	6.15	5.28 / 1.25	0.87	0.00
Academic Services	6.00	5.58 / 0.98	0.42	6.12	5.56 / 1.07	0.56	0.02
Admissions and Financial Aid	5.95	5.16 / 1.23	0.79	6.13	5.24 / 1.25	0.89	-0.08
Student Centeredness	5.95	5.45 / 1.10	0.50	6.06	5.43 / 1.18	0.63	0.02
Campus Climate	5.94	5.38 / 1.04	0.56	6.05	5.37 / 1.11	0.68	0.01
Safety and Security	5.92	5.27 / 1.08	0.65	6.08	5.15 / 1.21	0.93	0.12 **
Service Excellence	5.90	5.33 / 1.04	0.57	6.04	5.34 / 1.11	0.70	-0.01
Campus Support Services	5.27	4.85 / 1.21	0.42	5.57	5.05 / 1.21	0.52	-0.20 ***
Responsiveness to Diverse Populations		5.44 / 1.21			5.56 / 1.26		-0.12 **

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 180574 records.

Institutional Summary

Items: In Order of Importance

Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
71. Campus item 1	6.57	5.70 / 1.39	0.87				
18. The quality of instruction I receive in most of my classes is excellent.	6.56	5.75 / 1.32	0.81	6.46	5.61 / 1.36	0.85	0.14 **
15. I am able to register for classes I need with few conflicts.	6.46	5.25 / 1.70	1.21	6.40	5.42 / 1.57	0.98	-0.17 **
8. Classes are scheduled at times that are convenient for me.	6.43	5.43 / 1.45	1.00	6.46	5.52 / 1.51	0.94	-0.09
58. Nearly all of the faculty are knowledgeable in their fields.	6.40	5.83 / 1.30	0.57	6.37	5.72 / 1.34	0.65	0.11 *
70. I am able to experience intellectual growth here.	6.40	5.86 / 1.29	0.54	6.38	5.79 / 1.33	0.59	0.07
75. Campus item 5	6.38	5.06 / 1.71	1.32				
69. There is a good variety of courses provided on this campus.	6.35	5.60 / 1.44	0.75	6.35	5.67 / 1.42	0.68	-0.07
79. Campus item 9	6.34	5.25 / 1.53	1.09				
76. Campus item 6	6.33	5.43 / 1.61	0.90				
29. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.51 / 1.46	0.78	6.29	5.45 / 1.50	0.84	0.06
66. Program requirements are clear and reasonable.	6.29	5.58 / 1.34	0.71	6.32	5.58 / 1.40	0.74	0.00
6. My academic advisor is approachable.	6.28	5.66 / 1.59	0.62	6.28	5.44 / 1.65	0.84	0.22 ***
32. My academic advisor is knowledgeable about my program requirements.	6.27	5.35 / 1.72	0.92	6.35	5.43 / 1.66	0.92	-0.08
31. The campus is safe and secure for all students.	6.26	5.76 / 1.21	0.50	6.36	5.68 / 1.34	0.68	0.08
73. Campus item 3	6.22	5.74 / 1.43	0.48				

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Institutional Summary

Items: In Order of Importance

Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
28. It is an enjoyable experience to be a student on this campus.	6.21	5.73 / 1.34	0.48	6.20	5.55 / 1.45	0.65	0.18 ***
46. Faculty provide timely feedback about student progress in a course.	6.20	5.44 / 1.43	0.76	6.25	5.32 / 1.51	0.93	0.12 *
87. Cost as factor in decision to enroll.	6.20			6.34			
5. The personnel involved in registration are helpful.	6.19	5.43 / 1.55	0.76	6.23	5.36 / 1.60	0.87	0.07
3. The quality of instruction in the vocational/technical programs is excellent.	6.17	5.44 / 1.36	0.73	6.10	5.42 / 1.37	0.68	0.02
23. Faculty are understanding of students' unique life circumstances.	6.17	5.46 / 1.47	0.71	6.19	5.29 / 1.54	0.90	0.17 **
61. Faculty are usually available after class and during office hours.	6.17	5.71 / 1.33	0.46	6.25	5.67 / 1.38	0.58	0.04
68. On the whole, the campus is well-maintained.	6.17	6.16 / 1.05	0.01	6.23	5.85 / 1.31	0.38	0.31 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.16	5.42 / 1.44	0.74	6.23	5.47 / 1.46	0.76	-0.05
52. This school does whatever it can to help me reach my educational goals.	6.16	5.24 / 1.55	0.92	6.27	5.30 / 1.52	0.97	-0.06
14. Library resources and services are adequate.	6.13	5.78 / 1.25	0.35	6.18	5.70 / 1.35	0.48	0.08
36. Students are made to feel welcome on this campus.	6.13	5.71 / 1.28	0.42	6.22	5.64 / 1.37	0.58	0.07
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.13	5.13 / 1.69	1.00	6.22	5.19 / 1.67	1.03	-0.06
42. The equipment in the lab facilities is kept up to date.	6.13	5.51 / 1.38	0.62	6.18	5.50 / 1.44	0.68	0.01
51. There are convenient ways of paying my school bill.	6.13	5.58 / 1.42	0.55	6.22	5.57 / 1.46	0.65	0.01

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Institutional Summary

Items: In Order of Importance

Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
7. Adequate financial aid is available for most students.	6.12	5.21 / 1.65	0.91	6.29	5.34 / 1.68	0.95	-0.13 *
37. Faculty take into consideration student differences as they teach a course.	6.11	5.34 / 1.50	0.77	6.12	5.27 / 1.49	0.85	0.07
41. Admissions staff are knowledgeable.	6.11	5.39 / 1.40	0.72	6.22	5.45 / 1.45	0.77	-0.06
39. The amount of student parking space on campus is adequate.	6.10	5.10 / 1.73	1.00	6.20	4.58 / 1.99	1.62	0.52 ***
43. Class change (drop/add) policies are reasonable.	6.10	5.41 / 1.57	0.69	6.17	5.54 / 1.47	0.63	-0.13 *
65. Students are notified early in the term if they are doing poorly in a class.	6.10	4.84 / 1.69	1.26	6.22	4.96 / 1.75	1.26	-0.12
34. Computer labs are adequate and accessible.	6.09	5.79 / 1.31	0.30	6.23	5.66 / 1.43	0.57	0.13 *
16. The college shows concern for students as individuals.	6.08	5.05 / 1.54	1.03	6.15	5.15 / 1.58	1.00	-0.10
64. Nearly all classes deal with practical experiences and applications.	6.07	5.52 / 1.35	0.55	6.13	5.46 / 1.39	0.67	0.06
74. Campus item 4	6.07	5.74 / 1.38	0.33				
45. This institution has a good reputation within the community.	6.04	5.77 / 1.34	0.27	6.11	5.67 / 1.39	0.44	0.10 *
78. Campus item 8	6.04	4.92 / 1.71	1.12				
22. People on this campus respect and are supportive of each other.	6.03	5.49 / 1.31	0.54	6.04	5.36 / 1.42	0.68	0.13 *
25. My academic advisor is concerned about my success as an individual.	6.03	5.10 / 1.75	0.93	6.18	5.11 / 1.74	1.07	-0.01
2. Faculty care about me as an individual.	6.01	5.50 / 1.39	0.51	6.03	5.39 / 1.45	0.64	0.11 *
12. My academic advisor helps me set goals to work toward.	6.01	5.20 / 1.69	0.81	6.09	5.08 / 1.75	1.01	0.12

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Institutional Summary

Items: In Order of Importance

Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
60. Billing policies are reasonable.	6.01	5.45 / 1.42	0.56	6.13	5.43 / 1.46	0.70	0.02
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.99	5.00 / 1.65	0.99	6.17	5.05 / 1.71	1.12	-0.05
27. The campus staff are caring and helpful.	5.99	5.60 / 1.26	0.39	6.13	5.51 / 1.36	0.62	0.09
50. Tutoring services are readily available.	5.99	5.49 / 1.42	0.50	6.10	5.55 / 1.45	0.55	-0.06
63. I seldom get the "run-around" when seeking information on this campus.	5.99	5.14 / 1.61	0.85	6.10	5.11 / 1.68	0.99	0.03
24. Parking lots are well-lighted and secure.	5.98	5.49 / 1.41	0.49	6.15	5.25 / 1.62	0.90	0.24 ***
54. Faculty are interested in my academic problems.	5.96	5.23 / 1.55	0.73	6.09	5.23 / 1.51	0.86	0.00
48. Counseling staff care about students as individuals.	5.95	5.23 / 1.57	0.72	6.11	5.26 / 1.55	0.85	-0.03
56. The business office is open during hours which are convenient for most students.	5.94	5.32 / 1.43	0.62	6.09	5.46 / 1.44	0.63	-0.14 *
57. Administrators are approachable to students.	5.94	5.31 / 1.49	0.63	6.09	5.36 / 1.49	0.73	-0.05
20. Financial aid counselors are helpful.	5.92	5.05 / 1.65	0.87	6.17	5.12 / 1.72	1.05	-0.07
47. There are adequate services to help me decide upon a career.	5.92	5.11 / 1.56	0.81	6.11	5.25 / 1.51	0.86	-0.14 *
53. The assessment and course placement procedures are reasonable.	5.91	5.35 / 1.40	0.56	6.10	5.41 / 1.44	0.69	-0.06
49. Admissions counselors respond to prospective students' unique needs and requests.	5.90	5.20 / 1.52	0.70	6.04	5.25 / 1.49	0.79	-0.05
62. Bookstore staff are helpful.	5.90	5.47 / 1.56	0.43	6.09	5.62 / 1.47	0.47	-0.15 **

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Institutional Summary

Items: In Order of Importance

Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
55. Academic support services adequately meet the needs of students.	5.89	5.27 / 1.38	0.62	6.09	5.35 / 1.41	0.74	-0.08
21. There are a sufficient number of study areas on campus.	5.87	5.60 / 1.33	0.27	6.07	5.51 / 1.50	0.56	0.09
26. Library staff are helpful and approachable.	5.87	5.61 / 1.35	0.26	6.02	5.62 / 1.39	0.40	-0.01
9. Internships or practical experiences are provided in my degree/certificate program.	5.85	4.81 / 1.63	1.04	5.97	5.03 / 1.61	0.94	-0.22 ***
67. Channels for expressing student complaints are readily available.	5.85	4.80 / 1.65	1.05	5.99	4.95 / 1.66	1.04	-0.15 *
88. Financial aid as factor in decision to enroll.	5.83			6.09			
11. Security staff respond quickly in emergencies.	5.82	4.89 / 1.39	0.93	6.00	5.09 / 1.47	0.91	-0.20 **
89. Academic reputation as factor in decision to enroll.	5.68			5.90			
30. The career services office provides students with the help they need to get a job.	5.64	4.66 / 1.48	0.98	5.97	5.02 / 1.52	0.95	-0.36 ***
72. Campus item 2	5.62	5.46 / 1.28	0.16				
59. New student orientation services help students adjust to college.	5.61	5.08 / 1.48	0.53	5.89	5.33 / 1.50	0.56	-0.25 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.56	5.08 / 1.41	0.48	5.87	5.21 / 1.47	0.66	-0.13 *
77. Campus item 7	5.51	5.22 / 1.51	0.29				
38. The student center is a comfortable place for students to spend their leisure time.	5.46	5.21 / 1.44	0.25	5.77	5.33 / 1.47	0.44	-0.12 *
4. Security staff are helpful.	5.41	4.99 / 1.50	0.42	5.67	5.13 / 1.56	0.54	-0.14 *

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Institutional Summary

Items: In Order of Importance

Item	Yavapai 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.	5.36	5.29 / 1.38	0.07	5.58	5.35 / 1.40	0.23	-0.06
44. I generally know what's happening on campus.	5.36	5.04 / 1.55	0.32	5.62	5.09 / 1.55	0.53	-0.05
93. Geographic setting as factor in decision to enroll.	5.30			5.53			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.13			5.44			
80. Campus item 10	5.03	4.80 / 1.42	0.23				
94. Campus appearance as factor in decision to enroll.	4.95			5.26			
90. Size of institution as factor in decision to enroll.	4.84			5.22			
17. Personnel in the Veterans' Services program are helpful.	4.81	4.61 / 1.42	0.20	4.92	4.73 / 1.44	0.19	-0.12
19. This campus provides effective support services for displaced homemakers.	4.80	4.55 / 1.37	0.25	5.25	4.84 / 1.43	0.41	-0.29 ***
92. Recommendations from family/friends as factor in decision to enroll.	4.48			4.96			
10. Child care facilities are available on campus.	4.29	4.48 / 1.52	-0.19	4.57	4.45 / 1.71	0.12	0.03
91. Opportunity to play sports as factor in decision to enroll.	3.12			3.58			
81. Institution's commitment to part-time students?		5.70 / 1.34			5.65 / 1.37		0.05
82. Institution's commitment to evening students?		5.47 / 1.47			5.55 / 1.44		-0.08
83. Institution's commitment to older, returning learners?		5.59 / 1.41			5.63 / 1.42		-0.04
84. Institution's commitment to under-represented populations?		5.23 / 1.41			5.46 / 1.40		-0.23 ***

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Institutional Summary
Items: In Order of Importance

Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		5.25 / 1.45			5.45 / 1.47		-0.20 ***
86. Institution's commitment to students with disabilities?		5.37 / 1.40			5.60 / 1.42		-0.23 ***

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Institutional Summary

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

Scale/Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.12	5.28 / 1.36	0.84	6.22	5.26 / 1.36	0.96	0.02
6. My academic advisor is approachable.	6.28	5.66 / 1.59	0.62	6.28	5.44 / 1.65	0.84	0.22 ***
12. My academic advisor helps me set goals to work toward.	6.01	5.20 / 1.69	0.81	6.09	5.08 / 1.75	1.01	0.12
25. My academic advisor is concerned about my success as an individual.	6.03	5.10 / 1.75	0.93	6.18	5.11 / 1.74	1.07	-0.01
32. My academic advisor is knowledgeable about my program requirements.	6.27	5.35 / 1.72	0.92	6.35	5.43 / 1.66	0.92	-0.08
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.13	5.13 / 1.69	1.00	6.22	5.19 / 1.67	1.03	-0.06
48. Counseling staff care about students as individuals.	5.95	5.23 / 1.57	0.72	6.11	5.26 / 1.55	0.85	-0.03
52. This school does whatever it can to help me reach my educational goals.	6.16	5.24 / 1.55	0.92	6.27	5.30 / 1.52	0.97	-0.06

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

National Group Means are based on 180574 records.

Institutional Summary

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

Scale/Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.00	5.58 / 0.98	0.42	6.12	5.56 / 1.07	0.56	0.02
14. Library resources and services are adequate.	6.13	5.78 / 1.25	0.35	6.18	5.70 / 1.35	0.48	0.08
21. There are a sufficient number of study areas on campus.	5.87	5.60 / 1.33	0.27	6.07	5.51 / 1.50	0.56	0.09
26. Library staff are helpful and approachable.	5.87	5.61 / 1.35	0.26	6.02	5.62 / 1.39	0.40	-0.01
34. Computer labs are adequate and accessible.	6.09	5.79 / 1.31	0.30	6.23	5.66 / 1.43	0.57	0.13 *
42. The equipment in the lab facilities is kept up to date.	6.13	5.51 / 1.38	0.62	6.18	5.50 / 1.44	0.68	0.01
50. Tutoring services are readily available.	5.99	5.49 / 1.42	0.50	6.10	5.55 / 1.45	0.55	-0.06
55. Academic support services adequately meet the needs of students.	5.89	5.27 / 1.38	0.62	6.09	5.35 / 1.41	0.74	-0.08

* 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 180574 records.

Institutional Summary

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

Scale/Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	5.95	5.16 / 1.23	0.79	6.13	5.24 / 1.25	0.89	-0.08
7. Adequate financial aid is available for most students.	6.12	5.21 / 1.65	0.91	6.29	5.34 / 1.68	0.95	-0.13 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.99	5.00 / 1.65	0.99	6.17	5.05 / 1.71	1.12	-0.05
20. Financial aid counselors are helpful.	5.92	5.05 / 1.65	0.87	6.17	5.12 / 1.72	1.05	-0.07
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.56	5.08 / 1.41	0.48	5.87	5.21 / 1.47	0.66	-0.13 *
41. Admissions staff are knowledgeable.	6.11	5.39 / 1.40	0.72	6.22	5.45 / 1.45	0.77	-0.06
49. Admissions counselors respond to prospective students' unique needs and requests.	5.90	5.20 / 1.52	0.70	6.04	5.25 / 1.49	0.79	-0.05

* 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 180574 records.

Institutional Summary

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

Scale/Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	5.94	5.38 / 1.04	0.56	6.05	5.37 / 1.11	0.68	0.01
1. Most students feel a sense of belonging here.	5.36	5.29 / 1.38	0.07	5.58	5.35 / 1.40	0.23	-0.06
2. Faculty care about me as an individual.	6.01	5.50 / 1.39	0.51	6.03	5.39 / 1.45	0.64	0.11 *
16. The college shows concern for students as individuals.	6.08	5.05 / 1.54	1.03	6.15	5.15 / 1.58	1.00	-0.10
22. People on this campus respect and are supportive of each other.	6.03	5.49 / 1.31	0.54	6.04	5.36 / 1.42	0.68	0.13 *
27. The campus staff are caring and helpful.	5.99	5.60 / 1.26	0.39	6.13	5.51 / 1.36	0.62	0.09
28. It is an enjoyable experience to be a student on this campus.	6.21	5.73 / 1.34	0.48	6.20	5.55 / 1.45	0.65	0.18 ***
31. The campus is safe and secure for all students.	6.26	5.76 / 1.21	0.50	6.36	5.68 / 1.34	0.68	0.08
36. Students are made to feel welcome on this campus.	6.13	5.71 / 1.28	0.42	6.22	5.64 / 1.37	0.58	0.07
44. I generally know what's happening on campus.	5.36	5.04 / 1.55	0.32	5.62	5.09 / 1.55	0.53	-0.05
45. This institution has a good reputation within the community.	6.04	5.77 / 1.34	0.27	6.11	5.67 / 1.39	0.44	0.10 *
52. This school does whatever it can to help me reach my educational goals.	6.16	5.24 / 1.55	0.92	6.27	5.30 / 1.52	0.97	-0.06
57. Administrators are approachable to students.	5.94	5.31 / 1.49	0.63	6.09	5.36 / 1.49	0.73	-0.05
59. New student orientation services help students adjust to college.	5.61	5.08 / 1.48	0.53	5.89	5.33 / 1.50	0.56	-0.25 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.99	5.14 / 1.61	0.85	6.10	5.11 / 1.68	0.99	0.03
67. Channels for expressing student complaints are readily available.	5.85	4.80 / 1.65	1.05	5.99	4.95 / 1.66	1.04	-0.15 *

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

National Group Means are based on 180574 records.

Institutional Summary

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

Scale/Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.27	4.85 / 1.21	0.42	5.57	5.05 / 1.21	0.52	-0.20 ***
10. Child care facilities are available on campus.	4.29	4.48 / 1.52	-0.19	4.57	4.45 / 1.71	0.12	0.03
17. Personnel in the Veterans' Services program are helpful.	4.81	4.61 / 1.42	0.20	4.92	4.73 / 1.44	0.19	-0.12
19. This campus provides effective support services for displaced homemakers.	4.80	4.55 / 1.37	0.25	5.25	4.84 / 1.43	0.41	-0.29 ***
30. The career services office provides students with the help they need to get a job.	5.64	4.66 / 1.48	0.98	5.97	5.02 / 1.52	0.95	-0.36 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.46	5.21 / 1.44	0.25	5.77	5.33 / 1.47	0.44	-0.12 *
47. There are adequate services to help me decide upon a career.	5.92	5.11 / 1.56	0.81	6.11	5.25 / 1.51	0.86	-0.14 *
59. New student orientation services help students adjust to college.	5.61	5.08 / 1.48	0.53	5.89	5.33 / 1.50	0.56	-0.25 ***

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

National Group Means are based on 180574 records.

Institutional Summary

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

Scale/Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.08	5.28 / 1.23	0.80	6.15	5.28 / 1.25	0.87	0.00
2. Faculty care about me as an individual.	6.01	5.50 / 1.39	0.51	6.03	5.39 / 1.45	0.64	0.11 *
16. The college shows concern for students as individuals.	6.08	5.05 / 1.54	1.03	6.15	5.15 / 1.58	1.00	-0.10
25. My academic advisor is concerned about my success as an individual.	6.03	5.10 / 1.75	0.93	6.18	5.11 / 1.74	1.07	-0.01
29. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.51 / 1.46	0.78	6.29	5.45 / 1.50	0.84	0.06
48. Counseling staff care about students as individuals.	5.95	5.23 / 1.57	0.72	6.11	5.26 / 1.55	0.85	-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 180574 records.

Institutional Summary

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

Scale/Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.22	5.52 / 1.04	0.70	6.25	5.46 / 1.10	0.79	0.06
2. Faculty care about me as an individual.	6.01	5.50 / 1.39	0.51	6.03	5.39 / 1.45	0.64	0.11 *
18. The quality of instruction I receive in most of my classes is excellent.	6.56	5.75 / 1.32	0.81	6.46	5.61 / 1.36	0.85	0.14 **
23. Faculty are understanding of students' unique life circumstances.	6.17	5.46 / 1.47	0.71	6.19	5.29 / 1.54	0.90	0.17 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.51 / 1.46	0.78	6.29	5.45 / 1.50	0.84	0.06
37. Faculty take into consideration student differences as they teach a course.	6.11	5.34 / 1.50	0.77	6.12	5.27 / 1.49	0.85	0.07
46. Faculty provide timely feedback about student progress in a course.	6.20	5.44 / 1.43	0.76	6.25	5.32 / 1.51	0.93	0.12 *
54. Faculty are interested in my academic problems.	5.96	5.23 / 1.55	0.73	6.09	5.23 / 1.51	0.86	0.00
58. Nearly all of the faculty are knowledgeable in their fields.	6.40	5.83 / 1.30	0.57	6.37	5.72 / 1.34	0.65	0.11 *
61. Faculty are usually available after class and during office hours.	6.17	5.71 / 1.33	0.46	6.25	5.67 / 1.38	0.58	0.04
64. Nearly all classes deal with practical experiences and applications.	6.07	5.52 / 1.35	0.55	6.13	5.46 / 1.39	0.67	0.06
65. Students are notified early in the term if they are doing poorly in a class.	6.10	4.84 / 1.69	1.26	6.22	4.96 / 1.75	1.26	-0.12
66. Program requirements are clear and reasonable.	6.29	5.58 / 1.34	0.71	6.32	5.58 / 1.40	0.74	0.00

* 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 180574 records.

Institutional Summary

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

Scale/Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.35	5.60 / 1.44	0.75	6.35	5.67 / 1.42	0.68	-0.07
70. I am able to experience intellectual growth here.	6.40	5.86 / 1.29	0.54	6.38	5.79 / 1.33	0.59	0.07

* 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 180574 records.

Institutional Summary

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

Scale/Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.15	5.42 / 1.05	0.73	6.23	5.49 / 1.07	0.74	-0.07
5. The personnel involved in registration are helpful.	6.19	5.43 / 1.55	0.76	6.23	5.36 / 1.60	0.87	0.07
8. Classes are scheduled at times that are convenient for me.	6.43	5.43 / 1.45	1.00	6.46	5.52 / 1.51	0.94	-0.09
15. I am able to register for classes I need with few conflicts.	6.46	5.25 / 1.70	1.21	6.40	5.42 / 1.57	0.98	-0.17 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.16	5.42 / 1.44	0.74	6.23	5.47 / 1.46	0.76	-0.05
43. Class change (drop/add) policies are reasonable.	6.10	5.41 / 1.57	0.69	6.17	5.54 / 1.47	0.63	-0.13 *
51. There are convenient ways of paying my school bill.	6.13	5.58 / 1.42	0.55	6.22	5.57 / 1.46	0.65	0.01
56. The business office is open during hours which are convenient for most students.	5.94	5.32 / 1.43	0.62	6.09	5.46 / 1.44	0.63	-0.14 *
60. Billing policies are reasonable.	6.01	5.45 / 1.42	0.56	6.13	5.43 / 1.46	0.70	0.02
62. Bookstore staff are helpful.	5.90	5.47 / 1.56	0.43	6.09	5.62 / 1.47	0.47	-0.15 **

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

National Group Means are based on 180574 records.

Institutional Summary

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

Scale/Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.44 / 1.21			5.56 / 1.26		-0.12 **
81. Institution's commitment to part-time students?		5.70 / 1.34			5.65 / 1.37		0.05
82. Institution's commitment to evening students?		5.47 / 1.47			5.55 / 1.44		-0.08
83. Institution's commitment to older, returning learners?		5.59 / 1.41			5.63 / 1.42		-0.04
84. Institution's commitment to under-represented populations?		5.23 / 1.41			5.46 / 1.40		-0.23 ***
85. Institution's commitment to commuters?		5.25 / 1.45			5.45 / 1.47		-0.20 ***
86. Institution's commitment to students with disabilities?		5.37 / 1.40			5.60 / 1.42		-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 180574 records.

Institutional Summary

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

Scale/Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	5.92	5.27 / 1.08	0.65	6.08	5.15 / 1.21	0.93	0.12 **
4. Security staff are helpful.	5.41	4.99 / 1.50	0.42	5.67	5.13 / 1.56	0.54	-0.14 *
11. Security staff respond quickly in emergencies.	5.82	4.89 / 1.39	0.93	6.00	5.09 / 1.47	0.91	-0.20 **
24. Parking lots are well-lighted and secure.	5.98	5.49 / 1.41	0.49	6.15	5.25 / 1.62	0.90	0.24 ***
31. The campus is safe and secure for all students.	6.26	5.76 / 1.21	0.50	6.36	5.68 / 1.34	0.68	0.08
39. The amount of student parking space on campus is adequate.	6.10	5.10 / 1.73	1.00	6.20	4.58 / 1.99	1.62	0.52 ***

* 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 180574 records.

Institutional Summary

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

Scale/Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	5.90	5.33 / 1.04	0.57	6.04	5.34 / 1.11	0.70	-0.01
5. The personnel involved in registration are helpful.	6.19	5.43 / 1.55	0.76	6.23	5.36 / 1.60	0.87	0.07
22. People on this campus respect and are supportive of each other.	6.03	5.49 / 1.31	0.54	6.04	5.36 / 1.42	0.68	0.13 *
26. Library staff are helpful and approachable.	5.87	5.61 / 1.35	0.26	6.02	5.62 / 1.39	0.40	-0.01
27. The campus staff are caring and helpful.	5.99	5.60 / 1.26	0.39	6.13	5.51 / 1.36	0.62	0.09
44. I generally know what's happening on campus.	5.36	5.04 / 1.55	0.32	5.62	5.09 / 1.55	0.53	-0.05
57. Administrators are approachable to students.	5.94	5.31 / 1.49	0.63	6.09	5.36 / 1.49	0.73	-0.05
62. Bookstore staff are helpful.	5.90	5.47 / 1.56	0.43	6.09	5.62 / 1.47	0.47	-0.15 **
63. I seldom get the "run-around" when seeking information on this campus.	5.99	5.14 / 1.61	0.85	6.10	5.11 / 1.68	0.99	0.03
67. Channels for expressing student complaints are readily available.	5.85	4.80 / 1.65	1.05	5.99	4.95 / 1.66	1.04	-0.15 *

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

National Group Means are based on 180574 records.

Institutional Summary

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

Scale/Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	5.95	5.45 / 1.10	0.50	6.06	5.43 / 1.18	0.63	0.02
1. Most students feel a sense of belonging here.	5.36	5.29 / 1.38	0.07	5.58	5.35 / 1.40	0.23	-0.06
16. The college shows concern for students as individuals.	6.08	5.05 / 1.54	1.03	6.15	5.15 / 1.58	1.00	-0.10
27. The campus staff are caring and helpful.	5.99	5.60 / 1.26	0.39	6.13	5.51 / 1.36	0.62	0.09
28. It is an enjoyable experience to be a student on this campus.	6.21	5.73 / 1.34	0.48	6.20	5.55 / 1.45	0.65	0.18 ***
36. Students are made to feel welcome on this campus.	6.13	5.71 / 1.28	0.42	6.22	5.64 / 1.37	0.58	0.07
57. Administrators are approachable to students.	5.94	5.31 / 1.49	0.63	6.09	5.36 / 1.49	0.73	-0.05

* 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 180574 records.

Institutional Summary**Items: In Sequential Order**

Item	Yavapai 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.	5.36	5.29 / 1.38	0.07	5.58	5.35 / 1.40	0.23	-0.06
2. Faculty care about me as an individual.	6.01	5.50 / 1.39	0.51	6.03	5.39 / 1.45	0.64	0.11 *
3. The quality of instruction in the vocational/technical programs is excellent.	6.17	5.44 / 1.36	0.73	6.10	5.42 / 1.37	0.68	0.02
4. Security staff are helpful.	5.41	4.99 / 1.50	0.42	5.67	5.13 / 1.56	0.54	-0.14 *
5. The personnel involved in registration are helpful.	6.19	5.43 / 1.55	0.76	6.23	5.36 / 1.60	0.87	0.07
6. My academic advisor is approachable.	6.28	5.66 / 1.59	0.62	6.28	5.44 / 1.65	0.84	0.22 ***
7. Adequate financial aid is available for most students.	6.12	5.21 / 1.65	0.91	6.29	5.34 / 1.68	0.95	-0.13 *
8. Classes are scheduled at times that are convenient for me.	6.43	5.43 / 1.45	1.00	6.46	5.52 / 1.51	0.94	-0.09
9. Internships or practical experiences are provided in my degree/certificate program.	5.85	4.81 / 1.63	1.04	5.97	5.03 / 1.61	0.94	-0.22 ***
10. Child care facilities are available on campus.	4.29	4.48 / 1.52	-0.19	4.57	4.45 / 1.71	0.12	0.03
11. Security staff respond quickly in emergencies.	5.82	4.89 / 1.39	0.93	6.00	5.09 / 1.47	0.91	-0.20 **
12. My academic advisor helps me set goals to work toward.	6.01	5.20 / 1.69	0.81	6.09	5.08 / 1.75	1.01	0.12
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.99	5.00 / 1.65	0.99	6.17	5.05 / 1.71	1.12	-0.05
14. Library resources and services are adequate.	6.13	5.78 / 1.25	0.35	6.18	5.70 / 1.35	0.48	0.08
15. I am able to register for classes I need with few conflicts.	6.46	5.25 / 1.70	1.21	6.40	5.42 / 1.57	0.98	-0.17 **
16. The college shows concern for students as individuals.	6.08	5.05 / 1.54	1.03	6.15	5.15 / 1.58	1.00	-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 180574 records.

Institutional Summary**Items: In Sequential Order**

Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	4.81	4.61 / 1.42	0.20	4.92	4.73 / 1.44	0.19	-0.12
18. The quality of instruction I receive in most of my classes is excellent.	6.56	5.75 / 1.32	0.81	6.46	5.61 / 1.36	0.85	0.14 **
19. This campus provides effective support services for displaced homemakers.	4.80	4.55 / 1.37	0.25	5.25	4.84 / 1.43	0.41	-0.29 ***
20. Financial aid counselors are helpful.	5.92	5.05 / 1.65	0.87	6.17	5.12 / 1.72	1.05	-0.07
21. There are a sufficient number of study areas on campus.	5.87	5.60 / 1.33	0.27	6.07	5.51 / 1.50	0.56	0.09
22. People on this campus respect and are supportive of each other.	6.03	5.49 / 1.31	0.54	6.04	5.36 / 1.42	0.68	0.13 *
23. Faculty are understanding of students' unique life circumstances.	6.17	5.46 / 1.47	0.71	6.19	5.29 / 1.54	0.90	0.17 **
24. Parking lots are well-lighted and secure.	5.98	5.49 / 1.41	0.49	6.15	5.25 / 1.62	0.90	0.24 ***
25. My academic advisor is concerned about my success as an individual.	6.03	5.10 / 1.75	0.93	6.18	5.11 / 1.74	1.07	-0.01
26. Library staff are helpful and approachable.	5.87	5.61 / 1.35	0.26	6.02	5.62 / 1.39	0.40	-0.01
27. The campus staff are caring and helpful.	5.99	5.60 / 1.26	0.39	6.13	5.51 / 1.36	0.62	0.09
28. It is an enjoyable experience to be a student on this campus.	6.21	5.73 / 1.34	0.48	6.20	5.55 / 1.45	0.65	0.18 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.51 / 1.46	0.78	6.29	5.45 / 1.50	0.84	0.06
30. The career services office provides students with the help they need to get a job.	5.64	4.66 / 1.48	0.98	5.97	5.02 / 1.52	0.95	-0.36 ***
31. The campus is safe and secure for all students.	6.26	5.76 / 1.21	0.50	6.36	5.68 / 1.34	0.68	0.08

* 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 180574 records.

Institutional Summary

Items: In Sequential Order

Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.27	5.35 / 1.72	0.92	6.35	5.43 / 1.66	0.92	-0.08
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.56	5.08 / 1.41	0.48	5.87	5.21 / 1.47	0.66	-0.13 *
34. Computer labs are adequate and accessible.	6.09	5.79 / 1.31	0.30	6.23	5.66 / 1.43	0.57	0.13 *
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.16	5.42 / 1.44	0.74	6.23	5.47 / 1.46	0.76	-0.05
36. Students are made to feel welcome on this campus.	6.13	5.71 / 1.28	0.42	6.22	5.64 / 1.37	0.58	0.07
37. Faculty take into consideration student differences as they teach a course.	6.11	5.34 / 1.50	0.77	6.12	5.27 / 1.49	0.85	0.07
38. The student center is a comfortable place for students to spend their leisure time.	5.46	5.21 / 1.44	0.25	5.77	5.33 / 1.47	0.44	-0.12 *
39. The amount of student parking space on campus is adequate.	6.10	5.10 / 1.73	1.00	6.20	4.58 / 1.99	1.62	0.52 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.13	5.13 / 1.69	1.00	6.22	5.19 / 1.67	1.03	-0.06
41. Admissions staff are knowledgeable.	6.11	5.39 / 1.40	0.72	6.22	5.45 / 1.45	0.77	-0.06
42. The equipment in the lab facilities is kept up to date.	6.13	5.51 / 1.38	0.62	6.18	5.50 / 1.44	0.68	0.01
43. Class change (drop/add) policies are reasonable.	6.10	5.41 / 1.57	0.69	6.17	5.54 / 1.47	0.63	-0.13 *
44. I generally know what's happening on campus.	5.36	5.04 / 1.55	0.32	5.62	5.09 / 1.55	0.53	-0.05
45. This institution has a good reputation within the community.	6.04	5.77 / 1.34	0.27	6.11	5.67 / 1.39	0.44	0.10 *
46. Faculty provide timely feedback about student progress in a course.	6.20	5.44 / 1.43	0.76	6.25	5.32 / 1.51	0.93	0.12 *

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Institutional Summary

Items: In Sequential Order

Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	5.92	5.11 / 1.56	0.81	6.11	5.25 / 1.51	0.86	-0.14 *
48. Counseling staff care about students as individuals.	5.95	5.23 / 1.57	0.72	6.11	5.26 / 1.55	0.85	-0.03
49. Admissions counselors respond to prospective students' unique needs and requests.	5.90	5.20 / 1.52	0.70	6.04	5.25 / 1.49	0.79	-0.05
50. Tutoring services are readily available.	5.99	5.49 / 1.42	0.50	6.10	5.55 / 1.45	0.55	-0.06
51. There are convenient ways of paying my school bill.	6.13	5.58 / 1.42	0.55	6.22	5.57 / 1.46	0.65	0.01
52. This school does whatever it can to help me reach my educational goals.	6.16	5.24 / 1.55	0.92	6.27	5.30 / 1.52	0.97	-0.06
53. The assessment and course placement procedures are reasonable.	5.91	5.35 / 1.40	0.56	6.10	5.41 / 1.44	0.69	-0.06
54. Faculty are interested in my academic problems.	5.96	5.23 / 1.55	0.73	6.09	5.23 / 1.51	0.86	0.00
55. Academic support services adequately meet the needs of students.	5.89	5.27 / 1.38	0.62	6.09	5.35 / 1.41	0.74	-0.08
56. The business office is open during hours which are convenient for most students.	5.94	5.32 / 1.43	0.62	6.09	5.46 / 1.44	0.63	-0.14 *
57. Administrators are approachable to students.	5.94	5.31 / 1.49	0.63	6.09	5.36 / 1.49	0.73	-0.05
58. Nearly all of the faculty are knowledgeable in their fields.	6.40	5.83 / 1.30	0.57	6.37	5.72 / 1.34	0.65	0.11 *
59. New student orientation services help students adjust to college.	5.61	5.08 / 1.48	0.53	5.89	5.33 / 1.50	0.56	-0.25 ***
60. Billing policies are reasonable.	6.01	5.45 / 1.42	0.56	6.13	5.43 / 1.46	0.70	0.02
61. Faculty are usually available after class and during office hours.	6.17	5.71 / 1.33	0.46	6.25	5.67 / 1.38	0.58	0.04

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Institutional Summary
Items: In Sequential Order

Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	5.90	5.47 / 1.56	0.43	6.09	5.62 / 1.47	0.47	-0.15 **
63. I seldom get the "run-around" when seeking information on this campus.	5.99	5.14 / 1.61	0.85	6.10	5.11 / 1.68	0.99	0.03
64. Nearly all classes deal with practical experiences and applications.	6.07	5.52 / 1.35	0.55	6.13	5.46 / 1.39	0.67	0.06
65. Students are notified early in the term if they are doing poorly in a class.	6.10	4.84 / 1.69	1.26	6.22	4.96 / 1.75	1.26	-0.12
66. Program requirements are clear and reasonable.	6.29	5.58 / 1.34	0.71	6.32	5.58 / 1.40	0.74	0.00
67. Channels for expressing student complaints are readily available.	5.85	4.80 / 1.65	1.05	5.99	4.95 / 1.66	1.04	-0.15 *
68. On the whole, the campus is well-maintained.	6.17	6.16 / 1.05	0.01	6.23	5.85 / 1.31	0.38	0.31 ***
69. There is a good variety of courses provided on this campus.	6.35	5.60 / 1.44	0.75	6.35	5.67 / 1.42	0.68	-0.07
70. I am able to experience intellectual growth here.	6.40	5.86 / 1.29	0.54	6.38	5.79 / 1.33	0.59	0.07
71. Campus item 1	6.57	5.70 / 1.39	0.87				
72. Campus item 2	5.62	5.46 / 1.28	0.16				
73. Campus item 3	6.22	5.74 / 1.43	0.48				
74. Campus item 4	6.07	5.74 / 1.38	0.33				
75. Campus item 5	6.38	5.06 / 1.71	1.32				
76. Campus item 6	6.33	5.43 / 1.61	0.90				
77. Campus item 7	5.51	5.22 / 1.51	0.29				

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Institutional Summary
Items: In Sequential Order

Item	Yavapai College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
78. Campus item 8	6.04	4.92 / 1.71	1.12				
79. Campus item 9	6.34	5.25 / 1.53	1.09				
80. Campus item 10	5.03	4.80 / 1.42	0.23				
81. Institution's commitment to part-time students?		5.70 / 1.34			5.65 / 1.37		0.05
82. Institution's commitment to evening students?		5.47 / 1.47			5.55 / 1.44		-0.08
83. Institution's commitment to older, returning learners?		5.59 / 1.41			5.63 / 1.42		-0.04
84. Institution's commitment to under-represented populations?		5.23 / 1.41			5.46 / 1.40		-0.23 ***
85. Institution's commitment to commuters?		5.25 / 1.45			5.45 / 1.47		-0.20 ***
86. Institution's commitment to students with disabilities?		5.37 / 1.40			5.60 / 1.42		-0.23 ***
87. Cost as factor in decision to enroll.	6.20			6.34			
88. Financial aid as factor in decision to enroll.	5.83			6.09			
89. Academic reputation as factor in decision to enroll.	5.68			5.90			
90. Size of institution as factor in decision to enroll.	4.84			5.22			
91. Opportunity to play sports as factor in decision to enroll.	3.12			3.58			
92. Recommendations from family/friends as factor in decision to enroll.	4.48			4.96			
93. Geographic setting as factor in decision to enroll.	5.30			5.53			

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Institutional Summary

Items: In Sequential Order

Item	Yavapai 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.	4.95			5.26			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.13			5.44			

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Institutional Summary

Summary Items

Summary Item	Yavapai 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 1% 1% 6% 32% 27% 14% 15%	Average: 4.84 1% 1% 6% 35% 24% 12% 16%	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: 5.66 1% 2% 4% 7% 15% 44% 24%	Average: 5.47 1% 2% 5% 11% 16% 40% 21%	0.19
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: 5.88 2% 3% 2% 7% 8% 31% 44%	Average: 5.72 2% 4% 3% 8% 10% 30% 39%	0.16