

Demographics

| Gender | | N | % | Current Class Load | | N | % |
|---------------|--|----------|----------|---------------------------|--|----------|----------|
| Female | | 51 | 50.50% | Full-time | | 80 | 83.33% |
| Male | | 50 | 49.50% | Part-time | | 16 | 16.67% |
| Total | | 101 | 100.00% | Total | | 96 | 100.00% |
| No Response | | 3 | | No Response | | 8 | |

| Age | | N | % | Class Level | | N | % |
|--------------|--|----------|----------|--------------------|--|----------|----------|
| 18 and under | | 5 | 4.95% | 1 year or less | | 10 | 10.00% |
| 19 to 24 | | 35 | 34.65% | 2 years | | 57 | 57.00% |
| 25 to 34 | | 28 | 27.72% | 3 years | | 22 | 22.00% |
| 35 to 44 | | 19 | 18.81% | 4 or more years | | 11 | 11.00% |
| 45 and over | | 14 | 13.86% | Total | | 100 | 100.00% |
| Total | | 101 | 100.00% | No Response | | 4 | |
| No Response | | 3 | | | | | |

| Ethnicity/Race | | N | % | Current GPA | | N | % |
|---------------------------------------|--|----------|----------|--------------------|--|----------|----------|
| Alaskan Native | | 2 | 2.02% | No credits earned | | 0 | 0.00% |
| American Indian | | 0 | 0.00% | 1.99 or below | | 0 | 0.00% |
| Asian | | 29 | 29.29% | 2.0 - 2.49 | | 0 | 0.00% |
| Black/African-American | | 14 | 14.14% | 2.5 - 2.99 | | 12 | 12.12% |
| Hispanic or Latino (and Puerto Rican) | | 5 | 5.05% | 3.0 - 3.49 | | 35 | 35.35% |
| Native Hawaiian or Pacific Islander | | 3 | 3.03% | 3.5 or above | | 52 | 52.53% |
| White/Caucasian | | 31 | 31.31% | Total | | 99 | 100.00% |
| Multi-racial | | 8 | 8.08% | No Response | | 5 | |
| Other race | | 7 | 7.07% | | | | |
| Total | | 99 | 100.00% | | | | |
| No Response | | 5 | | | | | |

| Current Enrollment Status | | N | % | Educational Goal | | N | % |
|----------------------------------|--|----------|----------|---------------------------------|--|----------|----------|
| Day | | 90 | 91.84% | Associate degree | | 50 | 52.63% |
| Evening | | 8 | 8.16% | Vocational/technical program | | 6 | 6.32% |
| Weekend | | 0 | 0.00% | Transfer to another institution | | 29 | 30.53% |
| Total | | 98 | 100.00% | Certification (initial/renewal) | | 1 | 1.05% |
| No Response | | 6 | | Self-improvement/pleasure | | 0 | 0.00% |
| | | | | Job-related training | | 5 | 5.26% |
| | | | | Other educational goal | | 4 | 4.21% |
| | | | | Total | | 95 | 100.00% |
| | | | | No Response | | 9 | |

Demographics

| Employment | N | % | Organization Memberships | N | % |
|----------------------------------|----------|----------|---|----------|----------|
| Full-time off campus | 22 | 22.00% | No organization memberships | 72 | 72.00% |
| Part-time off campus | 30 | 30.00% | One or two organization memberships | 27 | 27.00% |
| Full-time on campus | 2 | 2.00% | Three or four organization memberships | 1 | 1.00% |
| Part-time on campus | 14 | 14.00% | Five or more organization memberships | 0 | 0.00% |
| Not employed | 32 | 32.00% | Total | 100 | 100.00% |
| Total | 100 | 100.00% | No Response | 4 | |
| No Response | 4 | | | | |
| | | | Tuition Source | | |
| Current Residence | N | % | Scholarships | 5 | 4.95% |
| Residence hall | 0 | 0.00% | Financial aid | 52 | 51.49% |
| Own house | 21 | 21.21% | Family contributions | 18 | 17.82% |
| Rent room or apt off campus | 37 | 37.37% | Self support | 18 | 17.82% |
| Parent's home | 29 | 29.29% | Other tuition source | 8 | 7.92% |
| Other residence | 12 | 12.12% | Total | 101 | 100.00% |
| Total | 99 | 100.00% | No Response | 3 | |
| No Response | 5 | | | | |
| | | | On average, how many hours a week do you spend studying and completing out-of-class assignments? | | |
| Residence Classification | N | % | 0-2 | 7 | 6.93% |
| In-state | 86 | 88.66% | 3-5 | 17 | 16.83% |
| Out-of-state | 3 | 3.09% | 5-10 | 28 | 27.72% |
| International (not U.S. citizen) | 8 | 8.25% | 11-20 | 27 | 26.73% |
| Total | 97 | 100.00% | 21-30 | 12 | 11.88% |
| No Response | 7 | | 30+ | 10 | 9.90% |
| | | | Total | 101 | 100.00% |
| Institution Was My | N | % | No Response | 3 | |
| 1st choice | 76 | 76.77% | | | |
| 2nd choice | 19 | 19.19% | | | |
| 3rd choice or lower | 4 | 4.04% | | | |
| Total | 99 | 100.00% | | | |
| No Response | 5 | | | | |
| | | | | | |
| Plan to Transfer | N | % | | | |
| Yes I plan to transfer | 62 | 62.63% | | | |
| No I do not plan to transfer | 37 | 37.37% | | | |
| Total | 99 | 100.00% | | | |
| No Response | 5 | | | | |

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. The quality of instruction I receive in most of my classes is excellent.
- 36. Tuition paid is a worthwhile investment.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 14. My academic advisor is knowledgeable about my program requirements.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 41. Campus item: My experiences at this college have helped improve my communication skills: listening, speaking, reading, writing.
- 18. Computer labs are adequate and accessible.
- 50. Campus item: Faculty and staff at this college encourage and value individual differences and diversity.
- 45. Campus item: My experiences at this college have supported my intellectual growth: acquiring knowledge, skills, ideas, analytical thinking
- 13. The campus is safe and secure for all students.
- 19. Registration processes and procedures are convenient.
- 20. Students are made to feel welcome here.

Challenges

- 8. The quality of instruction I receive in most of my classes is excellent.
- 9. I am able to register for the classes I need with few conflicts.
- 22. My academic advisor is knowledgeable about transfer requirements of other schools.
- 40. There are sufficient courses within my program of study available each term.
- 24. The equipment in the lab facilities is kept up to date.
- 47. Campus item: Most classes connect course materials with students' further study (transfer) and/or career objectives.
- 23. This institution helps me identify resources to finance my education.
- 2. Classes are scheduled at times that are convenient for me.
- 35. I receive ongoing feedback about progress toward my academic goals.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Community Colleges Form B

- 22. My academic advisor is knowledgeable about transfer requirements of other schools.
- 36. Tuition paid is a worthwhile investment.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 14. My academic advisor is knowledgeable about my program requirements.
- 19. Registration processes and procedures are convenient.
- 23. This institution helps me identify resources to finance my education.
- 16. My advisor helps me apply my program of study to career goals.
- 25. Faculty provide timely feedback about my academic progress.
- 35. I receive ongoing feedback about progress toward my academic goals.

Higher Importance vs. National Community Colleges Form B

- 22. My academic advisor is knowledgeable about transfer requirements of other schools.

Institutional Summary
Scales: In Order of Importance

| Scale | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|--|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| Instructional Effectiveness | 6.45 | 5.91 / 0.83 | 0.54 | 6.42 | 5.72 / 1.03 | 0.70 | 0.19 |
| Registration Effectiveness | 6.43 | 5.95 / 0.89 | 0.48 | 6.48 | 5.70 / 1.07 | 0.78 | 0.25 * |
| Academic Advising Effectiveness | 6.41 | 5.84 / 0.98 | 0.57 | 6.35 | 5.43 / 1.35 | 0.92 | 0.41 ** |
| Campus Climate | 6.36 | 5.85 / 0.96 | 0.51 | 6.41 | 5.75 / 1.04 | 0.66 | 0.10 |
| Student Centeredness | 6.31 | 5.69 / 1.09 | 0.62 | 6.36 | 5.59 / 1.20 | 0.77 | 0.10 |
| Campus Services | 6.29 | 5.77 / 0.86 | 0.52 | 6.25 | 5.75 / 1.00 | 0.50 | 0.02 |
| Admissions and Financial Aid Effectiveness | 6.23 | 5.54 / 1.14 | 0.69 | 6.24 | 5.38 / 1.29 | 0.86 | 0.16 |
| Safety and Security | 6.19 | 5.86 / 0.99 | 0.33 | 6.29 | 5.44 / 1.19 | 0.85 | 0.42 *** |

* 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 76461 records.

Institutional Summary
Items: In Order of Importance

| Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|--|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 8. The quality of instruction I receive in most of my classes is excellent. | 6.63 | 6.01 / 0.97 | 0.62 | 6.65 | 5.79 / 1.31 | 0.86 | 0.22 |
| 9. I am able to register for the classes I need with few conflicts. | 6.62 | 5.91 / 1.26 | 0.71 | 6.57 | 5.62 / 1.49 | 0.95 | 0.29 |
| 22. My academic advisor is knowledgeable about transfer requirements of other schools. | 6.58 | 5.87 / 1.49 | 0.71 | 6.32 | 5.36 / 1.61 | 0.96 | 0.51 ** |
| 36. Tuition paid is a worthwhile investment. | 6.57 | 6.11 / 1.20 | 0.46 | 6.56 | 5.82 / 1.40 | 0.74 | 0.29 * |
| 12. Faculty are fair and unbiased in their treatment of individual students. | 6.56 | 6.13 / 0.98 | 0.43 | 6.46 | 5.73 / 1.44 | 0.73 | 0.40 ** |
| 14. My academic advisor is knowledgeable about my program requirements. | 6.56 | 6.01 / 1.29 | 0.55 | 6.52 | 5.68 / 1.55 | 0.84 | 0.33 * |
| 40. There are sufficient courses within my program of study available each term. | 6.51 | 5.69 / 1.38 | 0.82 | 6.53 | 5.54 / 1.55 | 0.99 | 0.15 |
| 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). | 6.50 | 6.01 / 1.06 | 0.49 | 6.42 | 5.90 / 1.32 | 0.52 | 0.11 |
| 41. Campus item: My experiences at this college have helped improve my communication skills: listening, speaking, reading, writing. | 6.48 | 6.05 / 1.02 | 0.43 | | | | |
| 18. Computer labs are adequate and accessible. | 6.47 | 6.04 / 1.09 | 0.43 | 6.36 | 5.94 / 1.33 | 0.42 | 0.10 |
| 24. The equipment in the lab facilities is kept up to date. | 6.46 | 5.56 / 1.38 | 0.90 | 6.36 | 5.74 / 1.38 | 0.62 | -0.18 |
| 50. Campus item: Faculty and staff at this college encourage and value individual differences and diversity. | 6.46 | 6.07 / 1.17 | 0.39 | | | | |
| 45. Campus item: My experiences at this college have supported my intellectual growth: acquiring knowledge, skills, ideas, analytical thinking | 6.45 | 6.11 / 1.09 | 0.34 | | | | |

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Institutional Summary

Items: In Order of Importance

| Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|--|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 47. Campus item: Most classes connect course materials with students' further study (transfer) and/or career objectives. | 6.45 | 5.80 / 1.30 | 0.65 | | | | |
| 48. Campus item: The instructor & curriculum have worked together to provide current information that challenged and engaged me. | 6.43 | 5.93 / 1.18 | 0.50 | | | | |
| 13. The campus is safe and secure for all students. | 6.41 | 6.07 / 1.05 | 0.34 | 6.53 | 5.99 / 1.20 | 0.54 | 0.08 |
| 19. Registration processes and procedures are convenient. | 6.41 | 6.18 / 1.14 | 0.23 | 6.47 | 5.74 / 1.42 | 0.73 | 0.44 ** |
| 23. This institution helps me identify resources to finance my education. | 6.41 | 5.66 / 1.46 | 0.75 | 6.34 | 5.28 / 1.66 | 1.06 | 0.38 * |
| 32. I am able to take care of college-related business at times that are convenient for me. | 6.40 | 5.86 / 1.29 | 0.54 | 6.41 | 5.68 / 1.40 | 0.73 | 0.18 |
| 2. Classes are scheduled at times that are convenient for me. | 6.39 | 5.75 / 1.07 | 0.64 | 6.57 | 5.62 / 1.42 | 0.95 | 0.13 |
| 16. My advisor helps me apply my program of study to career goals. | 6.39 | 5.79 / 1.24 | 0.60 | 6.35 | 5.43 / 1.66 | 0.92 | 0.36 * |
| 28. This campus provides online access to services I need. | 6.39 | 5.94 / 1.17 | 0.45 | 6.42 | 6.01 / 1.23 | 0.41 | -0.07 |
| 20. Students are made to feel welcome here. | 6.38 | 6.04 / 1.21 | 0.34 | 6.44 | 5.94 / 1.30 | 0.50 | 0.10 |
| 25. Faculty provide timely feedback about my academic progress. | 6.38 | 5.88 / 1.12 | 0.50 | 6.46 | 5.53 / 1.47 | 0.93 | 0.35 * |
| 35. I receive ongoing feedback about progress toward my academic goals. | 6.38 | 5.67 / 1.29 | 0.71 | 6.31 | 5.21 / 1.65 | 1.10 | 0.46 ** |
| 1. The campus staff are caring and helpful. | 6.35 | 5.75 / 1.15 | 0.60 | 6.41 | 5.76 / 1.31 | 0.65 | -0.01 |
| 39. On the whole, the campus is well-maintained. | 6.35 | 6.00 / 1.06 | 0.35 | 6.36 | 6.06 / 1.18 | 0.30 | -0.06 |

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Institutional Summary
Items: In Order of Importance

| Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|--|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 30. The assessment and course placement procedures are reasonable. | 6.34 | 5.72 / 1.34 | 0.62 | 6.25 | 5.65 / 1.36 | 0.60 | 0.07 |
| 42. Campus item: My experiences at this college have helped improve my problem solving and computational skills. | 6.34 | 5.92 / 1.09 | 0.42 | | | | |
| 44. Campus item: My instructors encourage regular attendance, completion of assignments on-time, and effective participation in discussions. | 6.33 | 6.20 / 1.13 | 0.13 | | | | |
| 29. There are convenient ways of paying my school bill. | 6.31 | 6.07 / 1.11 | 0.24 | 6.39 | 5.86 / 1.37 | 0.53 | 0.21 |
| 37. I seldom get the "run-around" when seeking information on this campus. | 6.31 | 5.30 / 1.60 | 1.01 | 6.31 | 5.25 / 1.70 | 1.06 | 0.05 |
| 38. Most classes deal with practical experiences and applications. | 6.31 | 5.77 / 1.14 | 0.54 | 6.35 | 5.73 / 1.29 | 0.62 | 0.04 |
| 54. Future career opportunities as factor in decision to enroll. | 6.28 | | | 6.43 | | | |
| 15. Financial aid counseling is available if I need it. | 6.27 | 5.67 / 1.54 | 0.60 | 6.29 | 5.54 / 1.54 | 0.75 | 0.13 |
| 26. There are adequate services to help me decide upon a career. | 6.24 | 5.54 / 1.38 | 0.70 | 6.28 | 5.46 / 1.47 | 0.82 | 0.08 |
| 4. Security staff respond quickly to calls for assistance. | 6.23 | 5.60 / 1.46 | 0.63 | 6.08 | 5.40 / 1.45 | 0.68 | 0.20 |
| 5. Financial aid awards are announced in time to be helpful in college planning. | 6.23 | 5.44 / 1.62 | 0.79 | 6.32 | 5.31 / 1.67 | 1.01 | 0.13 |
| 27. Tutoring services are readily available. | 6.22 | 5.74 / 1.32 | 0.48 | 6.19 | 5.77 / 1.40 | 0.42 | -0.03 |
| 31. Faculty use a variety of technology and media in the classroom. | 6.21 | 5.92 / 1.07 | 0.29 | 6.08 | 5.82 / 1.26 | 0.26 | 0.10 |
| 46. Campus item: My experiences at this college have supported my social growth: understanding and adapting to others and their views. | 6.18 | 5.95 / 1.17 | 0.23 | | | | |

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Institutional Summary
Items: In Order of Importance

| Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|--|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 51. Cost as factor in decision to enroll. | 6.18 | | | 6.52 | | | |
| 33. Administrators are available to hear students' concerns. | 6.17 | 5.61 / 1.35 | 0.56 | 6.28 | 5.38 / 1.58 | 0.90 | 0.23 |
| 43. Campus item: My experiences at this college have helped improve my skills in group decision-making and problem solving in a diverse world. | 6.17 | 5.81 / 1.24 | 0.36 | | | | |
| 3. My academic advisor is available when I need help. | 6.15 | 5.87 / 1.34 | 0.28 | 6.26 | 5.45 / 1.60 | 0.81 | 0.42 ** |
| 6. Library resources and services are adequate. | 6.15 | 5.77 / 1.17 | 0.38 | 6.14 | 5.86 / 1.26 | 0.28 | -0.09 |
| 7. Admissions staff provide personalized attention prior to enrollment. | 6.13 | 5.43 / 1.39 | 0.70 | 6.14 | 5.42 / 1.53 | 0.72 | 0.01 |
| 17. Admissions counselors accurately portray program offerings in their recruiting practices. | 6.13 | 5.50 / 1.30 | 0.63 | 6.13 | 5.34 / 1.52 | 0.79 | 0.16 |
| 10. Parking lots are well-lighted and secure. | 6.10 | 5.78 / 1.24 | 0.32 | 6.16 | 5.56 / 1.50 | 0.60 | 0.22 |
| 11. Counseling services are available if I need them. | 6.05 | 5.86 / 1.12 | 0.19 | 5.95 | 5.51 / 1.44 | 0.44 | 0.35 * |
| 21. The amount of student parking space on campus is adequate. | 6.02 | 5.87 / 1.25 | 0.15 | 6.34 | 4.78 / 1.97 | 1.56 | 1.09 *** |
| 52. Financial assistance as factor in decision to enroll. | 5.97 | | | 6.29 | | | |
| 49. Campus item: I have engaged in activities and/or participated in organizations on campus that matched my interests. | 5.95 | 5.48 / 1.46 | 0.47 | | | | |
| 56. Distance from campus as factor in decision to enroll. | 5.84 | | | 6.18 | | | |
| 53. Academic reputation as factor in decision to enroll. | 5.83 | | | 6.12 | | | |
| 55. Personal recommendations as factor in decision to enroll. | 5.64 | | | 5.89 | | | |

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Institutional Summary
Items: In Order of Importance

| Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|---|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 57. Information on the campus Web site as factor in decision to enroll. | 5.59 | | | 5.86 | | | |
| 58. Campus visits as factor in decision to enroll. | 5.31 | | | 5.41 | | | |

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Institutional Summary

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

| Scale/Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|--|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ACADEMIC ADVISING EFFECTIVENESS | 6.41 | 5.84 / 0.98 | 0.57 | 6.35 | 5.43 / 1.35 | 0.92 | 0.41 ** |
| 3. My academic advisor is available when I need help. | 6.15 | 5.87 / 1.34 | 0.28 | 6.26 | 5.45 / 1.60 | 0.81 | 0.42 ** |
| 14. My academic advisor is knowledgeable about my program requirements. | 6.56 | 6.01 / 1.29 | 0.55 | 6.52 | 5.68 / 1.55 | 0.84 | 0.33 * |
| 16. My advisor helps me apply my program of study to career goals. | 6.39 | 5.79 / 1.24 | 0.60 | 6.35 | 5.43 / 1.66 | 0.92 | 0.36 * |
| 22. My academic advisor is knowledgeable about transfer requirements of other schools. | 6.58 | 5.87 / 1.49 | 0.71 | 6.32 | 5.36 / 1.61 | 0.96 | 0.51 ** |
| 35. I receive ongoing feedback about progress toward my academic goals. | 6.38 | 5.67 / 1.29 | 0.71 | 6.31 | 5.21 / 1.65 | 1.10 | 0.46 ** |

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

National Group Means are based on 76461 records.

Institutional Summary

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

| Scale/Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|---|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ADMISSIONS AND FINANCIAL AID EFFECTIVENESS | 6.23 | 5.54 / 1.14 | 0.69 | 6.24 | 5.38 / 1.29 | 0.86 | 0.16 |
| 5. Financial aid awards are announced in time to be helpful in college planning. | 6.23 | 5.44 / 1.62 | 0.79 | 6.32 | 5.31 / 1.67 | 1.01 | 0.13 |
| 7. Admissions staff provide personalized attention prior to enrollment. | 6.13 | 5.43 / 1.39 | 0.70 | 6.14 | 5.42 / 1.53 | 0.72 | 0.01 |
| 15. Financial aid counseling is available if I need it. | 6.27 | 5.67 / 1.54 | 0.60 | 6.29 | 5.54 / 1.54 | 0.75 | 0.13 |
| 17. Admissions counselors accurately portray program offerings in their recruiting practices. | 6.13 | 5.50 / 1.30 | 0.63 | 6.13 | 5.34 / 1.52 | 0.79 | 0.16 |
| 23. This institution helps me identify resources to finance my education. | 6.41 | 5.66 / 1.46 | 0.75 | 6.34 | 5.28 / 1.66 | 1.06 | 0.38 * |

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

National Group Means are based on 76461 records.

Institutional Summary

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

| Scale/Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|--|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CAMPUS CLIMATE | 6.36 | 5.85 / 0.96 | 0.51 | 6.41 | 5.75 / 1.04 | 0.66 | 0.10 |
| 1. The campus staff are caring and helpful. | 6.35 | 5.75 / 1.15 | 0.60 | 6.41 | 5.76 / 1.31 | 0.65 | -0.01 |
| 13. The campus is safe and secure for all students. | 6.41 | 6.07 / 1.05 | 0.34 | 6.53 | 5.99 / 1.20 | 0.54 | 0.08 |
| 20. Students are made to feel welcome here. | 6.38 | 6.04 / 1.21 | 0.34 | 6.44 | 5.94 / 1.30 | 0.50 | 0.10 |
| 33. Administrators are available to hear students' concerns. | 6.17 | 5.61 / 1.35 | 0.56 | 6.28 | 5.38 / 1.58 | 0.90 | 0.23 |
| 36. Tuition paid is a worthwhile investment. | 6.57 | 6.11 / 1.20 | 0.46 | 6.56 | 5.82 / 1.40 | 0.74 | 0.29 * |
| 37. I seldom get the "run-around" when seeking information on this campus. | 6.31 | 5.30 / 1.60 | 1.01 | 6.31 | 5.25 / 1.70 | 1.06 | 0.05 |
| 39. On the whole, the campus is well-maintained. | 6.35 | 6.00 / 1.06 | 0.35 | 6.36 | 6.06 / 1.18 | 0.30 | -0.06 |

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

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Institutional Summary

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

| Scale/Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|--|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CAMPUS SERVICES | 6.29 | 5.77 / 0.86 | 0.52 | 6.25 | 5.75 / 1.00 | 0.50 | 0.02 |
| 6. Library resources and services are adequate. | 6.15 | 5.77 / 1.17 | 0.38 | 6.14 | 5.86 / 1.26 | 0.28 | -0.09 |
| 11. Counseling services are available if I need them. | 6.05 | 5.86 / 1.12 | 0.19 | 5.95 | 5.51 / 1.44 | 0.44 | 0.35 * |
| 18. Computer labs are adequate and accessible. | 6.47 | 6.04 / 1.09 | 0.43 | 6.36 | 5.94 / 1.33 | 0.42 | 0.10 |
| 24. The equipment in the lab facilities is kept up to date. | 6.46 | 5.56 / 1.38 | 0.90 | 6.36 | 5.74 / 1.38 | 0.62 | -0.18 |
| 26. There are adequate services to help me decide upon a career. | 6.24 | 5.54 / 1.38 | 0.70 | 6.28 | 5.46 / 1.47 | 0.82 | 0.08 |
| 27. Tutoring services are readily available. | 6.22 | 5.74 / 1.32 | 0.48 | 6.19 | 5.77 / 1.40 | 0.42 | -0.03 |
| 28. This campus provides online access to services I need. | 6.39 | 5.94 / 1.17 | 0.45 | 6.42 | 6.01 / 1.23 | 0.41 | -0.07 |
| 30. The assessment and course placement procedures are reasonable. | 6.34 | 5.72 / 1.34 | 0.62 | 6.25 | 5.65 / 1.36 | 0.60 | 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 76461 records.

Institutional Summary

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

| Scale/Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|---|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| INSTRUCTIONAL EFFECTIVENESS | 6.45 | 5.91 / 0.83 | 0.54 | 6.42 | 5.72 / 1.03 | 0.70 | 0.19 |
| 8. The quality of instruction I receive in most of my classes is excellent. | 6.63 | 6.01 / 0.97 | 0.62 | 6.65 | 5.79 / 1.31 | 0.86 | 0.22 |
| 12. Faculty are fair and unbiased in their treatment of individual students. | 6.56 | 6.13 / 0.98 | 0.43 | 6.46 | 5.73 / 1.44 | 0.73 | 0.40 ** |
| 25. Faculty provide timely feedback about my academic progress. | 6.38 | 5.88 / 1.12 | 0.50 | 6.46 | 5.53 / 1.47 | 0.93 | 0.35 * |
| 31. Faculty use a variety of technology and media in the classroom. | 6.21 | 5.92 / 1.07 | 0.29 | 6.08 | 5.82 / 1.26 | 0.26 | 0.10 |
| 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). | 6.50 | 6.01 / 1.06 | 0.49 | 6.42 | 5.90 / 1.32 | 0.52 | 0.11 |
| 38. Most classes deal with practical experiences and applications. | 6.31 | 5.77 / 1.14 | 0.54 | 6.35 | 5.73 / 1.29 | 0.62 | 0.04 |
| 40. There are sufficient courses within my program of study available each term. | 6.51 | 5.69 / 1.38 | 0.82 | 6.53 | 5.54 / 1.55 | 0.99 | 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 76461 records.

Institutional Summary

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

| Scale/Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|---|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| REGISTRATION EFFECTIVENESS | 6.43 | 5.95 / 0.89 | 0.48 | 6.48 | 5.70 / 1.07 | 0.78 | 0.25 * |
| 2. Classes are scheduled at times that are convenient for me. | 6.39 | 5.75 / 1.07 | 0.64 | 6.57 | 5.62 / 1.42 | 0.95 | 0.13 |
| 9. I am able to register for the classes I need with few conflicts. | 6.62 | 5.91 / 1.26 | 0.71 | 6.57 | 5.62 / 1.49 | 0.95 | 0.29 |
| 19. Registration processes and procedures are convenient. | 6.41 | 6.18 / 1.14 | 0.23 | 6.47 | 5.74 / 1.42 | 0.73 | 0.44 ** |
| 29. There are convenient ways of paying my school bill. | 6.31 | 6.07 / 1.11 | 0.24 | 6.39 | 5.86 / 1.37 | 0.53 | 0.21 |
| 32. I am able to take care of college-related business at times that are convenient for me. | 6.40 | 5.86 / 1.29 | 0.54 | 6.41 | 5.68 / 1.40 | 0.73 | 0.18 |

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

National Group Means are based on 76461 records.

Institutional Summary

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

| Scale/Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|--|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| SAFETY AND SECURITY | 6.19 | 5.86 / 0.99 | 0.33 | 6.29 | 5.44 / 1.19 | 0.85 | 0.42 *** |
| 4. Security staff respond quickly to calls for assistance. | 6.23 | 5.60 / 1.46 | 0.63 | 6.08 | 5.40 / 1.45 | 0.68 | 0.20 |
| 10. Parking lots are well-lighted and secure. | 6.10 | 5.78 / 1.24 | 0.32 | 6.16 | 5.56 / 1.50 | 0.60 | 0.22 |
| 13. The campus is safe and secure for all students. | 6.41 | 6.07 / 1.05 | 0.34 | 6.53 | 5.99 / 1.20 | 0.54 | 0.08 |
| 21. The amount of student parking space on campus is adequate. | 6.02 | 5.87 / 1.25 | 0.15 | 6.34 | 4.78 / 1.97 | 1.56 | 1.09 *** |

* 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 76461 records.

Institutional Summary

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

| Scale/Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|--|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| STUDENT CENTEREDNESS | 6.31 | 5.69 / 1.09 | 0.62 | 6.36 | 5.59 / 1.20 | 0.77 | 0.10 |
| 1. The campus staff are caring and helpful. | 6.35 | 5.75 / 1.15 | 0.60 | 6.41 | 5.76 / 1.31 | 0.65 | -0.01 |
| 20. Students are made to feel welcome here. | 6.38 | 6.04 / 1.21 | 0.34 | 6.44 | 5.94 / 1.30 | 0.50 | 0.10 |
| 33. Administrators are available to hear students' concerns. | 6.17 | 5.61 / 1.35 | 0.56 | 6.28 | 5.38 / 1.58 | 0.90 | 0.23 |
| 37. I seldom get the "run-around" when seeking information on this campus. | 6.31 | 5.30 / 1.60 | 1.01 | 6.31 | 5.25 / 1.70 | 1.06 | 0.05 |

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

National Group Means are based on 76461 records.

Institutional Summary

Items: In Sequential Order

| Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|--|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 1. The campus staff are caring and helpful. | 6.35 | 5.75 / 1.15 | 0.60 | 6.41 | 5.76 / 1.31 | 0.65 | -0.01 |
| 2. Classes are scheduled at times that are convenient for me. | 6.39 | 5.75 / 1.07 | 0.64 | 6.57 | 5.62 / 1.42 | 0.95 | 0.13 |
| 3. My academic advisor is available when I need help. | 6.15 | 5.87 / 1.34 | 0.28 | 6.26 | 5.45 / 1.60 | 0.81 | 0.42 ** |
| 4. Security staff respond quickly to calls for assistance. | 6.23 | 5.60 / 1.46 | 0.63 | 6.08 | 5.40 / 1.45 | 0.68 | 0.20 |
| 5. Financial aid awards are announced in time to be helpful in college planning. | 6.23 | 5.44 / 1.62 | 0.79 | 6.32 | 5.31 / 1.67 | 1.01 | 0.13 |
| 6. Library resources and services are adequate. | 6.15 | 5.77 / 1.17 | 0.38 | 6.14 | 5.86 / 1.26 | 0.28 | -0.09 |
| 7. Admissions staff provide personalized attention prior to enrollment. | 6.13 | 5.43 / 1.39 | 0.70 | 6.14 | 5.42 / 1.53 | 0.72 | 0.01 |
| 8. The quality of instruction I receive in most of my classes is excellent. | 6.63 | 6.01 / 0.97 | 0.62 | 6.65 | 5.79 / 1.31 | 0.86 | 0.22 |
| 9. I am able to register for the classes I need with few conflicts. | 6.62 | 5.91 / 1.26 | 0.71 | 6.57 | 5.62 / 1.49 | 0.95 | 0.29 |
| 10. Parking lots are well-lighted and secure. | 6.10 | 5.78 / 1.24 | 0.32 | 6.16 | 5.56 / 1.50 | 0.60 | 0.22 |
| 11. Counseling services are available if I need them. | 6.05 | 5.86 / 1.12 | 0.19 | 5.95 | 5.51 / 1.44 | 0.44 | 0.35 * |
| 12. Faculty are fair and unbiased in their treatment of individual students. | 6.56 | 6.13 / 0.98 | 0.43 | 6.46 | 5.73 / 1.44 | 0.73 | 0.40 ** |
| 13. The campus is safe and secure for all students. | 6.41 | 6.07 / 1.05 | 0.34 | 6.53 | 5.99 / 1.20 | 0.54 | 0.08 |
| 14. My academic advisor is knowledgeable about my program requirements. | 6.56 | 6.01 / 1.29 | 0.55 | 6.52 | 5.68 / 1.55 | 0.84 | 0.33 * |
| 15. Financial aid counseling is available if I need it. | 6.27 | 5.67 / 1.54 | 0.60 | 6.29 | 5.54 / 1.54 | 0.75 | 0.13 |

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 ** Difference statistically significant at the .01 level
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National Group Means are based on 76461 records.

Institutional Summary

Items: In Sequential Order

| Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|---|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 16. My advisor helps me apply my program of study to career goals. | 6.39 | 5.79 / 1.24 | 0.60 | 6.35 | 5.43 / 1.66 | 0.92 | 0.36 * |
| 17. Admissions counselors accurately portray program offerings in their recruiting practices. | 6.13 | 5.50 / 1.30 | 0.63 | 6.13 | 5.34 / 1.52 | 0.79 | 0.16 |
| 18. Computer labs are adequate and accessible. | 6.47 | 6.04 / 1.09 | 0.43 | 6.36 | 5.94 / 1.33 | 0.42 | 0.10 |
| 19. Registration processes and procedures are convenient. | 6.41 | 6.18 / 1.14 | 0.23 | 6.47 | 5.74 / 1.42 | 0.73 | 0.44 ** |
| 20. Students are made to feel welcome here. | 6.38 | 6.04 / 1.21 | 0.34 | 6.44 | 5.94 / 1.30 | 0.50 | 0.10 |
| 21. The amount of student parking space on campus is adequate. | 6.02 | 5.87 / 1.25 | 0.15 | 6.34 | 4.78 / 1.97 | 1.56 | 1.09 *** |
| 22. My academic advisor is knowledgeable about transfer requirements of other schools. | 6.58 | 5.87 / 1.49 | 0.71 | 6.32 | 5.36 / 1.61 | 0.96 | 0.51 ** |
| 23. This institution helps me identify resources to finance my education. | 6.41 | 5.66 / 1.46 | 0.75 | 6.34 | 5.28 / 1.66 | 1.06 | 0.38 * |
| 24. The equipment in the lab facilities is kept up to date. | 6.46 | 5.56 / 1.38 | 0.90 | 6.36 | 5.74 / 1.38 | 0.62 | -0.18 |
| 25. Faculty provide timely feedback about my academic progress. | 6.38 | 5.88 / 1.12 | 0.50 | 6.46 | 5.53 / 1.47 | 0.93 | 0.35 * |
| 26. There are adequate services to help me decide upon a career. | 6.24 | 5.54 / 1.38 | 0.70 | 6.28 | 5.46 / 1.47 | 0.82 | 0.08 |
| 27. Tutoring services are readily available. | 6.22 | 5.74 / 1.32 | 0.48 | 6.19 | 5.77 / 1.40 | 0.42 | -0.03 |
| 28. This campus provides online access to services I need. | 6.39 | 5.94 / 1.17 | 0.45 | 6.42 | 6.01 / 1.23 | 0.41 | -0.07 |
| 29. There are convenient ways of paying my school bill. | 6.31 | 6.07 / 1.11 | 0.24 | 6.39 | 5.86 / 1.37 | 0.53 | 0.21 |
| 30. The assessment and course placement procedures are reasonable. | 6.34 | 5.72 / 1.34 | 0.62 | 6.25 | 5.65 / 1.36 | 0.60 | 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 76461 records.

Institutional Summary

Items: In Sequential Order

| Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|--|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 31. Faculty use a variety of technology and media in the classroom. | 6.21 | 5.92 / 1.07 | 0.29 | 6.08 | 5.82 / 1.26 | 0.26 | 0.10 |
| 32. I am able to take care of college-related business at times that are convenient for me. | 6.40 | 5.86 / 1.29 | 0.54 | 6.41 | 5.68 / 1.40 | 0.73 | 0.18 |
| 33. Administrators are available to hear students' concerns. | 6.17 | 5.61 / 1.35 | 0.56 | 6.28 | 5.38 / 1.58 | 0.90 | 0.23 |
| 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). | 6.50 | 6.01 / 1.06 | 0.49 | 6.42 | 5.90 / 1.32 | 0.52 | 0.11 |
| 35. I receive ongoing feedback about progress toward my academic goals. | 6.38 | 5.67 / 1.29 | 0.71 | 6.31 | 5.21 / 1.65 | 1.10 | 0.46 ** |
| 36. Tuition paid is a worthwhile investment. | 6.57 | 6.11 / 1.20 | 0.46 | 6.56 | 5.82 / 1.40 | 0.74 | 0.29 * |
| 37. I seldom get the "run-around" when seeking information on this campus. | 6.31 | 5.30 / 1.60 | 1.01 | 6.31 | 5.25 / 1.70 | 1.06 | 0.05 |
| 38. Most classes deal with practical experiences and applications. | 6.31 | 5.77 / 1.14 | 0.54 | 6.35 | 5.73 / 1.29 | 0.62 | 0.04 |
| 39. On the whole, the campus is well-maintained. | 6.35 | 6.00 / 1.06 | 0.35 | 6.36 | 6.06 / 1.18 | 0.30 | -0.06 |
| 40. There are sufficient courses within my program of study available each term. | 6.51 | 5.69 / 1.38 | 0.82 | 6.53 | 5.54 / 1.55 | 0.99 | 0.15 |
| 41. Campus item: My experiences at this college have helped improve my communication skills: listening, speaking, reading, writing. | 6.48 | 6.05 / 1.02 | 0.43 | | | | |
| 42. Campus item: My experiences at this college have helped improve my problem solving and computational skills. | 6.34 | 5.92 / 1.09 | 0.42 | | | | |
| 43. Campus item: My experiences at this college have helped improve my skills in group decision-making and problem solving in a diverse world. | 6.17 | 5.81 / 1.24 | 0.36 | | | | |

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

National Group Means are based on 76461 records.

Institutional Summary

Items: In Sequential Order

| Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|--|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 44. Campus item: My instructors encourage regular attendance, completion of assignments on-time, and effective participation in discussions. | 6.33 | 6.20 / 1.13 | 0.13 | | | | |
| 45. Campus item: My experiences at this college have supported my intellectual growth: acquiring knowledge, skills, ideas, analytical thinking | 6.45 | 6.11 / 1.09 | 0.34 | | | | |
| 46. Campus item: My experiences at this college have supported my social growth: understanding and adapting to others and their views. | 6.18 | 5.95 / 1.17 | 0.23 | | | | |
| 47. Campus item: Most classes connect course materials with students' further study (transfer) and/or career objectives. | 6.45 | 5.80 / 1.30 | 0.65 | | | | |
| 48. Campus item: The instructor & curriculum have worked together to provide current information that challenged and engaged me. | 6.43 | 5.93 / 1.18 | 0.50 | | | | |
| 49. Campus item: I have engaged in activities and/or participated in organizations on campus that matched my interests. | 5.95 | 5.48 / 1.46 | 0.47 | | | | |
| 50. Campus item: Faculty and staff at this college encourage and value individual differences and diversity. | 6.46 | 6.07 / 1.17 | 0.39 | | | | |
| 51. Cost as factor in decision to enroll. | 6.18 | | | 6.52 | | | |
| 52. Financial assistance as factor in decision to enroll. | 5.97 | | | 6.29 | | | |
| 53. Academic reputation as factor in decision to enroll. | 5.83 | | | 6.12 | | | |
| 54. Future career opportunities as factor in decision to enroll. | 6.28 | | | 6.43 | | | |
| 55. Personal recommendations as factor in decision to enroll. | 5.64 | | | 5.89 | | | |
| 56. Distance from campus as factor in decision to enroll. | 5.84 | | | 6.18 | | | |

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

National Group Means are based on 76461 records.

Institutional Summary

Items: In Sequential Order

| Item | South Seattle Community College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|---|---------------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 57. Information on the campus Web site as factor in decision to enroll. | 5.59 | | | 5.86 | | | |
| 58. Campus visits as factor in decision to enroll. | 5.31 | | | 5.41 | | | |

National Group Means are based on 76461 records.

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

Institutional Summary

Summary Items

| Summary Item | South Seattle Community College - SSI | National Community Colleges Form B | Mean Difference |
|--|---|---|-----------------|
| So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected | Average: 5.26 0% 0% 2% 22% 31% 19% 20% | Average: 4.90 1% 1% 6% 34% 25% 13% 16% | 0.36 |
| 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: 5.89 0% 0% 3% 7% 9% 45% 31% | Average: 5.58 1% 2% 5% 9% 15% 42% 23% | 0.31 |
| 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: 5.97 2% 2% 0% 5% 8% 30% 47% | Average: 5.83 2% 3% 3% 7% 9% 30% 42% | 0.14 |