

Demographics

Gender		N	%	Current Class Load		N	%
Female		71	52.59%	Full-time		93	70.45%
Male		64	47.41%	Part-time		39	29.55%
Total		135	100.00%	Total		132	100.00%
No Response		2		No Response		5	

Age		N	%	Class Level		N	%
18 and under		6	4.48%	1 year or less		7	5.30%
19 to 24		59	44.03%	2 years		58	43.94%
25 to 34		36	26.87%	3 years		50	37.88%
35 to 44		10	7.46%	4 or more years		17	12.88%
45 and over		23	17.16%	Total		132	100.00%
Total		134	100.00%	No Response		5	
No Response		3					

Ethnicity/Race		N	%	Current GPA		N	%
Alaskan Native		0	0.00%	No credits earned		0	0.00%
American Indian		2	1.48%	1.99 or below		0	0.00%
Asian		55	40.74%	2.0 - 2.49		2	1.49%
Black/African-American		10	7.41%	2.5 - 2.99		20	14.93%
Hispanic or Latino (and Puerto Rican)		5	3.70%	3.0 - 3.49		43	32.09%
Native Hawaiian or Pacific Islander		3	2.22%	3.5 or above		69	51.49%
White/Caucasian		44	32.59%	Total		134	100.00%
Multi-racial		6	4.44%	No Response		3	
Other race		10	7.41%				
Total		135	100.00%				
No Response		2					

Current Enrollment Status		N	%	Educational Goal		N	%
Day		117	88.64%	Associate degree		64	48.12%
Evening		15	11.36%	Vocational/technical program		4	3.01%
Weekend		0	0.00%	Transfer to another institution		54	40.60%
Total		132	100.00%	Certification (initial/renewal)		4	3.01%
No Response		5		Self-improvement/pleasure		1	0.75%
				Job-related training		2	1.50%
				Other educational goal		4	3.01%
				Total		133	100.00%
				No Response		4	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 45. Campus item: My experiences at this college have supported my intellectual growth: acquiring knowledge, skills, ideas, analytical thinking
- 41. Campus item: My experiences at this college have helped improve my communication skills: listening, speaking, reading, writing.
- 42. Campus item: My experiences at this college have helped improve my problem solving and computational skills.
- 48. Campus item: The instructor & curriculum have worked together to provide current information that challenged and engaged me.
- 28. This campus provides online access to services I need.
- 43. Campus item: My experiences at this college have helped improve my skills in group decision-making and problem solving in a diverse world.
- 50. Campus item: Faculty and staff at this college encourage and value individual differences and diversity.
- 44. Campus item: My instructors encourage regular attendance, completion of assignments on-time, and effective participation in discussions.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).

Challenges

- 36. Tuition paid is a worthwhile investment.
- 8. The quality of instruction I receive in most of my classes is excellent.
- 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.
- 25. Faculty provide timely feedback about my academic progress.
- 9. I am able to register for the classes I need with few conflicts.
- 2. Classes are scheduled at times that are convenient for me.
- 23. This institution helps me identify resources to finance my education.
- 18. Computer labs are adequate and accessible.
- 32. I am able to take care of college-related business at times that are convenient for me.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Community Colleges Form B

- 22. My academic advisor is knowledgeable about transfer requirements of other schools.
- 25. Faculty provide timely feedback about my academic progress.
- 16. My advisor helps me apply my program of study to career 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	6.40	5.83 / 1.08	0.57	6.41	5.69 / 1.03	0.72	0.14
Academic Advising Effectiveness	6.38	5.77 / 1.23	0.61	6.33	5.38 / 1.34	0.95	0.39 ***
Registration Effectiveness	6.38	5.73 / 1.20	0.65	6.47	5.66 / 1.08	0.81	0.07
Campus Climate	6.31	5.80 / 1.04	0.51	6.40	5.72 / 1.05	0.68	0.08
Student Centeredness	6.26	5.75 / 1.16	0.51	6.34	5.55 / 1.21	0.79	0.20
Campus Services	6.24	5.79 / 1.03	0.45	6.24	5.70 / 1.00	0.54	0.09
Admissions and Financial Aid Effectiveness	6.22	5.43 / 1.39	0.79	6.23	5.32 / 1.29	0.91	0.11
Safety and Security	6.15	5.68 / 1.18	0.47	6.27	5.36 / 1.20	0.91	0.32 **

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

National Group Means are based on 73331 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	
36. Tuition paid is a worthwhile investment.	6.60	5.77 / 1.44	0.83	6.54	5.80 / 1.40	0.74	-0.03
8. The quality of instruction I receive in most of my classes is excellent.	6.59	5.92 / 1.28	0.67	6.63	5.78 / 1.31	0.85	0.14
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.55	5.83 / 1.51	0.72	6.29	5.30 / 1.61	0.99	0.53 ***
45. Campus item: My experiences at this college have supported my intellectual growth: acquiring knowledge, skills, ideas, analytical thinking	6.55	6.16 / 1.20	0.39				
40. There are sufficient courses within my program of study available each term.	6.54	5.63 / 1.45	0.91	6.52	5.48 / 1.57	1.04	0.15
14. My academic advisor is knowledgeable about my program requirements.	6.52	5.90 / 1.48	0.62	6.50	5.64 / 1.55	0.86	0.26
25. Faculty provide timely feedback about my academic progress.	6.52	5.81 / 1.31	0.71	6.44	5.50 / 1.47	0.94	0.31 *
41. Campus item: My experiences at this college have helped improve my communication skills: listening, speaking, reading, writing.	6.49	6.05 / 1.22	0.44				
42. Campus item: My experiences at this college have helped improve my problem solving and computational skills.	6.46	6.01 / 1.22	0.45				
48. Campus item: The instructor & curriculum have worked together to provide current information that challenged and engaged me.	6.46	5.96 / 1.25	0.50				

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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	
28. This campus provides online access to services I need.	6.44	6.10 / 1.06	0.34	6.40	5.97 / 1.24	0.43	0.13
9. I am able to register for the classes I need with few conflicts.	6.43	5.63 / 1.49	0.80	6.56	5.55 / 1.52	1.01	0.08
2. Classes are scheduled at times that are convenient for me.	6.42	5.47 / 1.49	0.95	6.57	5.59 / 1.42	0.98	-0.12
19. Registration processes and procedures are convenient.	6.42	5.87 / 1.44	0.55	6.46	5.68 / 1.45	0.78	0.19
20. Students are made to feel welcome here.	6.42	5.89 / 1.37	0.53	6.43	5.91 / 1.31	0.52	-0.02
47. Campus item: Most classes connect course materials with students' further study (transfer) and/or career objectives.	6.40	5.88 / 1.28	0.52				
12. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.90 / 1.35	0.49	6.44	5.70 / 1.43	0.74	0.20
23. This institution helps me identify resources to finance my education.	6.38	5.45 / 1.68	0.93	6.34	5.24 / 1.66	1.10	0.21
18. Computer labs are adequate and accessible.	6.37	5.69 / 1.40	0.68	6.35	5.89 / 1.36	0.46	-0.20
43. Campus item: My experiences at this college have helped improve my skills in group decision-making and problem solving in a diverse world.	6.37	5.94 / 1.30	0.43				
16. My advisor helps me apply my program of study to career goals.	6.36	5.84 / 1.37	0.52	6.33	5.38 / 1.66	0.95	0.46 **

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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	
13. The campus is safe and secure for all students.	6.35	5.84 / 1.34	0.51	6.51	5.96 / 1.20	0.55	-0.12
50. Campus item: Faculty and staff at this college encourage and value individual differences and diversity.	6.34	6.30 / 1.17	0.04				
32. I am able to take care of college-related business at times that are convenient for me.	6.33	5.59 / 1.53	0.74	6.39	5.64 / 1.40	0.75	-0.05
44. Campus item: My instructors encourage regular attendance, completion of assignments on-time, and effective participation in discussions.	6.33	6.17 / 1.30	0.16				
24. The equipment in the lab facilities is kept up to date.	6.32	5.70 / 1.41	0.62	6.35	5.71 / 1.38	0.64	-0.01
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.32	6.01 / 1.19	0.31	6.41	5.86 / 1.33	0.55	0.15
29. There are convenient ways of paying my school bill.	6.29	6.14 / 1.28	0.15	6.38	5.83 / 1.38	0.55	0.31 *
38. Most classes deal with practical experiences and applications.	6.29	5.69 / 1.26	0.60	6.33	5.70 / 1.28	0.63	-0.01
46. Campus item: My experiences at this college have supported my social growth: understanding and adapting to others and their views.	6.29	5.94 / 1.35	0.35				
35. I receive ongoing feedback about progress toward my academic goals.	6.28	5.42 / 1.57	0.86	6.29	5.16 / 1.64	1.13	0.26
1. The campus staff are caring and helpful.	6.26	5.92 / 1.19	0.34	6.39	5.71 / 1.32	0.68	0.21

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National Group Means are based on 73331 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	
39. On the whole, the campus is well-maintained.	6.24	5.95 / 1.34	0.29	6.35	6.04 / 1.19	0.31	-0.09
3. My academic advisor is available when I need help.	6.23	5.83 / 1.30	0.40	6.24	5.39 / 1.60	0.85	0.44 **
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.22	5.60 / 1.40	0.62	6.10	5.29 / 1.52	0.81	0.31 *
27. Tutoring services are readily available.	6.22	5.87 / 1.45	0.35	6.17	5.72 / 1.40	0.45	0.15
5. Financial aid awards are announced in time to be helpful in college planning.	6.21	5.15 / 1.79	1.06	6.31	5.24 / 1.68	1.07	-0.09
26. There are adequate services to help me decide upon a career.	6.21	5.56 / 1.33	0.65	6.27	5.42 / 1.46	0.85	0.14
11. Counseling services are available if I need them.	6.19	5.72 / 1.52	0.47	5.96	5.46 / 1.45	0.50	0.26
51. Cost as factor in decision to enroll.	6.19			6.49			
30. The assessment and course placement procedures are reasonable.	6.18	5.97 / 1.20	0.21	6.24	5.60 / 1.37	0.64	0.37 **
37. I seldom get the "run-around" when seeking information on this campus.	6.18	5.62 / 1.47	0.56	6.29	5.19 / 1.71	1.10	0.43 **
52. Financial assistance as factor in decision to enroll.	6.18			6.27			
15. Financial aid counseling is available if I need it.	6.17	5.41 / 1.75	0.76	6.29	5.49 / 1.55	0.80	-0.08
54. Future career opportunities as factor in decision to enroll.	6.17			6.42			

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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	
7. Admissions staff provide personalized attention prior to enrollment.	6.14	5.50 / 1.46	0.64	6.13	5.36 / 1.53	0.77	0.14
33. Administrators are available to hear students' concerns.	6.14	5.52 / 1.53	0.62	6.26	5.32 / 1.58	0.94	0.20
56. Distance from campus as factor in decision to enroll.	6.12			6.17			
31. Faculty use a variety of technology and media in the classroom.	6.11	5.87 / 1.37	0.24	6.08	5.79 / 1.26	0.29	0.08
4. Security staff respond quickly to calls for assistance.	6.09	5.62 / 1.61	0.47	6.05	5.32 / 1.45	0.73	0.30
21. The amount of student parking space on campus is adequate.	6.07	5.65 / 1.54	0.42	6.33	4.65 / 2.00	1.68	1.00 ***
10. Parking lots are well-lighted and secure.	6.05	5.56 / 1.49	0.49	6.16	5.51 / 1.52	0.65	0.05
6. Library resources and services are adequate.	6.02	5.67 / 1.28	0.35	6.14	5.81 / 1.29	0.33	-0.14
55. Personal recommendations as factor in decision to enroll.	6.00			5.87			
53. Academic reputation as factor in decision to enroll.	5.93			6.09			
57. Information on the campus Web site as factor in decision to enroll.	5.92			5.84			

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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	
49. Campus item: I have engaged in activities and/or participated in organizations on campus that matched my interests.	5.82	5.47 / 1.47	0.35				
58. Campus visits as factor in decision to enroll.	5.58			5.38			

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 *** Difference statistically significant at the .001 level

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	6.38	5.77 / 1.23	0.61	6.33	5.38 / 1.34	0.95	0.39 ***
3. My academic advisor is available when I need help.	6.23	5.83 / 1.30	0.40	6.24	5.39 / 1.60	0.85	0.44 **
14. My academic advisor is knowledgeable about my program requirements.	6.52	5.90 / 1.48	0.62	6.50	5.64 / 1.55	0.86	0.26
16. My advisor helps me apply my program of study to career goals.	6.36	5.84 / 1.37	0.52	6.33	5.38 / 1.66	0.95	0.46 **
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.55	5.83 / 1.51	0.72	6.29	5.30 / 1.61	0.99	0.53 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.28	5.42 / 1.57	0.86	6.29	5.16 / 1.64	1.13	0.26

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National Group Means are based on 73331 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	6.22	5.43 / 1.39	0.79	6.23	5.32 / 1.29	0.91	0.11
5. Financial aid awards are announced in time to be helpful in college planning.	6.21	5.15 / 1.79	1.06	6.31	5.24 / 1.68	1.07	-0.09
7. Admissions staff provide personalized attention prior to enrollment.	6.14	5.50 / 1.46	0.64	6.13	5.36 / 1.53	0.77	0.14
15. Financial aid counseling is available if I need it.	6.17	5.41 / 1.75	0.76	6.29	5.49 / 1.55	0.80	-0.08
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.22	5.60 / 1.40	0.62	6.10	5.29 / 1.52	0.81	0.31 *
23. This institution helps me identify resources to finance my education.	6.38	5.45 / 1.68	0.93	6.34	5.24 / 1.66	1.10	0.21

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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	6.31	5.80 / 1.04	0.51	6.40	5.72 / 1.05	0.68	0.08
1. The campus staff are caring and helpful.	6.26	5.92 / 1.19	0.34	6.39	5.71 / 1.32	0.68	0.21
13. The campus is safe and secure for all students.	6.35	5.84 / 1.34	0.51	6.51	5.96 / 1.20	0.55	-0.12
20. Students are made to feel welcome here.	6.42	5.89 / 1.37	0.53	6.43	5.91 / 1.31	0.52	-0.02
33. Administrators are available to hear students' concerns.	6.14	5.52 / 1.53	0.62	6.26	5.32 / 1.58	0.94	0.20
36. Tuition paid is a worthwhile investment.	6.60	5.77 / 1.44	0.83	6.54	5.80 / 1.40	0.74	-0.03
37. I seldom get the "run-around" when seeking information on this campus.	6.18	5.62 / 1.47	0.56	6.29	5.19 / 1.71	1.10	0.43 **
39. On the whole, the campus is well-maintained.	6.24	5.95 / 1.34	0.29	6.35	6.04 / 1.19	0.31	-0.09

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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	6.24	5.79 / 1.03	0.45	6.24	5.70 / 1.00	0.54	0.09
6. Library resources and services are adequate.	6.02	5.67 / 1.28	0.35	6.14	5.81 / 1.29	0.33	-0.14
11. Counseling services are available if I need them.	6.19	5.72 / 1.52	0.47	5.96	5.46 / 1.45	0.50	0.26
18. Computer labs are adequate and accessible.	6.37	5.69 / 1.40	0.68	6.35	5.89 / 1.36	0.46	-0.20
24. The equipment in the lab facilities is kept up to date.	6.32	5.70 / 1.41	0.62	6.35	5.71 / 1.38	0.64	-0.01
26. There are adequate services to help me decide upon a career.	6.21	5.56 / 1.33	0.65	6.27	5.42 / 1.46	0.85	0.14
27. Tutoring services are readily available.	6.22	5.87 / 1.45	0.35	6.17	5.72 / 1.40	0.45	0.15
28. This campus provides online access to services I need.	6.44	6.10 / 1.06	0.34	6.40	5.97 / 1.24	0.43	0.13
30. The assessment and course placement procedures are reasonable.	6.18	5.97 / 1.20	0.21	6.24	5.60 / 1.37	0.64	0.37 **

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 *** Difference statistically significant at the .001 level

National Group Means are based on 73331 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	6.40	5.83 / 1.08	0.57	6.41	5.69 / 1.03	0.72	0.14
8. The quality of instruction I receive in most of my classes is excellent.	6.59	5.92 / 1.28	0.67	6.63	5.78 / 1.31	0.85	0.14
12. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.90 / 1.35	0.49	6.44	5.70 / 1.43	0.74	0.20
25. Faculty provide timely feedback about my academic progress.	6.52	5.81 / 1.31	0.71	6.44	5.50 / 1.47	0.94	0.31 *
31. Faculty use a variety of technology and media in the classroom.	6.11	5.87 / 1.37	0.24	6.08	5.79 / 1.26	0.29	0.08
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.32	6.01 / 1.19	0.31	6.41	5.86 / 1.33	0.55	0.15
38. Most classes deal with practical experiences and applications.	6.29	5.69 / 1.26	0.60	6.33	5.70 / 1.28	0.63	-0.01
40. There are sufficient courses within my program of study available each term.	6.54	5.63 / 1.45	0.91	6.52	5.48 / 1.57	1.04	0.15

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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	6.38	5.73 / 1.20	0.65	6.47	5.66 / 1.08	0.81	0.07
2. Classes are scheduled at times that are convenient for me.	6.42	5.47 / 1.49	0.95	6.57	5.59 / 1.42	0.98	-0.12
9. I am able to register for the classes I need with few conflicts.	6.43	5.63 / 1.49	0.80	6.56	5.55 / 1.52	1.01	0.08
19. Registration processes and procedures are convenient.	6.42	5.87 / 1.44	0.55	6.46	5.68 / 1.45	0.78	0.19
29. There are convenient ways of paying my school bill.	6.29	6.14 / 1.28	0.15	6.38	5.83 / 1.38	0.55	0.31 *
32. I am able to take care of college-related business at times that are convenient for me.	6.33	5.59 / 1.53	0.74	6.39	5.64 / 1.40	0.75	-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 73331 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	6.15	5.68 / 1.18	0.47	6.27	5.36 / 1.20	0.91	0.32 **
4. Security staff respond quickly to calls for assistance.	6.09	5.62 / 1.61	0.47	6.05	5.32 / 1.45	0.73	0.30
10. Parking lots are well-lighted and secure.	6.05	5.56 / 1.49	0.49	6.16	5.51 / 1.52	0.65	0.05
13. The campus is safe and secure for all students.	6.35	5.84 / 1.34	0.51	6.51	5.96 / 1.20	0.55	-0.12
21. The amount of student parking space on campus is adequate.	6.07	5.65 / 1.54	0.42	6.33	4.65 / 2.00	1.68	1.00 ***

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National Group Means are based on 73331 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	6.26	5.75 / 1.16	0.51	6.34	5.55 / 1.21	0.79	0.20
1. The campus staff are caring and helpful.	6.26	5.92 / 1.19	0.34	6.39	5.71 / 1.32	0.68	0.21
20. Students are made to feel welcome here.	6.42	5.89 / 1.37	0.53	6.43	5.91 / 1.31	0.52	-0.02
33. Administrators are available to hear students' concerns.	6.14	5.52 / 1.53	0.62	6.26	5.32 / 1.58	0.94	0.20
37. I seldom get the "run-around" when seeking information on this campus.	6.18	5.62 / 1.47	0.56	6.29	5.19 / 1.71	1.10	0.43 **

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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.	6.26	5.92 / 1.19	0.34	6.39	5.71 / 1.32	0.68	0.21
2. Classes are scheduled at times that are convenient for me.	6.42	5.47 / 1.49	0.95	6.57	5.59 / 1.42	0.98	-0.12
3. My academic advisor is available when I need help.	6.23	5.83 / 1.30	0.40	6.24	5.39 / 1.60	0.85	0.44 **
4. Security staff respond quickly to calls for assistance.	6.09	5.62 / 1.61	0.47	6.05	5.32 / 1.45	0.73	0.30
5. Financial aid awards are announced in time to be helpful in college planning.	6.21	5.15 / 1.79	1.06	6.31	5.24 / 1.68	1.07	-0.09
6. Library resources and services are adequate.	6.02	5.67 / 1.28	0.35	6.14	5.81 / 1.29	0.33	-0.14
7. Admissions staff provide personalized attention prior to enrollment.	6.14	5.50 / 1.46	0.64	6.13	5.36 / 1.53	0.77	0.14
8. The quality of instruction I receive in most of my classes is excellent.	6.59	5.92 / 1.28	0.67	6.63	5.78 / 1.31	0.85	0.14
9. I am able to register for the classes I need with few conflicts.	6.43	5.63 / 1.49	0.80	6.56	5.55 / 1.52	1.01	0.08
10. Parking lots are well-lighted and secure.	6.05	5.56 / 1.49	0.49	6.16	5.51 / 1.52	0.65	0.05
11. Counseling services are available if I need them.	6.19	5.72 / 1.52	0.47	5.96	5.46 / 1.45	0.50	0.26
12. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.90 / 1.35	0.49	6.44	5.70 / 1.43	0.74	0.20
13. The campus is safe and secure for all students.	6.35	5.84 / 1.34	0.51	6.51	5.96 / 1.20	0.55	-0.12

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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	
14. My academic advisor is knowledgeable about my program requirements.	6.52	5.90 / 1.48	0.62	6.50	5.64 / 1.55	0.86	0.26
15. Financial aid counseling is available if I need it.	6.17	5.41 / 1.75	0.76	6.29	5.49 / 1.55	0.80	-0.08
16. My advisor helps me apply my program of study to career goals.	6.36	5.84 / 1.37	0.52	6.33	5.38 / 1.66	0.95	0.46 **
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.22	5.60 / 1.40	0.62	6.10	5.29 / 1.52	0.81	0.31 *
18. Computer labs are adequate and accessible.	6.37	5.69 / 1.40	0.68	6.35	5.89 / 1.36	0.46	-0.20
19. Registration processes and procedures are convenient.	6.42	5.87 / 1.44	0.55	6.46	5.68 / 1.45	0.78	0.19
20. Students are made to feel welcome here.	6.42	5.89 / 1.37	0.53	6.43	5.91 / 1.31	0.52	-0.02
21. The amount of student parking space on campus is adequate.	6.07	5.65 / 1.54	0.42	6.33	4.65 / 2.00	1.68	1.00 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.55	5.83 / 1.51	0.72	6.29	5.30 / 1.61	0.99	0.53 ***
23. This institution helps me identify resources to finance my education.	6.38	5.45 / 1.68	0.93	6.34	5.24 / 1.66	1.10	0.21
24. The equipment in the lab facilities is kept up to date.	6.32	5.70 / 1.41	0.62	6.35	5.71 / 1.38	0.64	-0.01
25. Faculty provide timely feedback about my academic progress.	6.52	5.81 / 1.31	0.71	6.44	5.50 / 1.47	0.94	0.31 *

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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	
26. There are adequate services to help me decide upon a career.	6.21	5.56 / 1.33	0.65	6.27	5.42 / 1.46	0.85	0.14
27. Tutoring services are readily available.	6.22	5.87 / 1.45	0.35	6.17	5.72 / 1.40	0.45	0.15
28. This campus provides online access to services I need.	6.44	6.10 / 1.06	0.34	6.40	5.97 / 1.24	0.43	0.13
29. There are convenient ways of paying my school bill.	6.29	6.14 / 1.28	0.15	6.38	5.83 / 1.38	0.55	0.31 *
30. The assessment and course placement procedures are reasonable.	6.18	5.97 / 1.20	0.21	6.24	5.60 / 1.37	0.64	0.37 **
31. Faculty use a variety of technology and media in the classroom.	6.11	5.87 / 1.37	0.24	6.08	5.79 / 1.26	0.29	0.08
32. I am able to take care of college-related business at times that are convenient for me.	6.33	5.59 / 1.53	0.74	6.39	5.64 / 1.40	0.75	-0.05
33. Administrators are available to hear students' concerns.	6.14	5.52 / 1.53	0.62	6.26	5.32 / 1.58	0.94	0.20
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.32	6.01 / 1.19	0.31	6.41	5.86 / 1.33	0.55	0.15
35. I receive ongoing feedback about progress toward my academic goals.	6.28	5.42 / 1.57	0.86	6.29	5.16 / 1.64	1.13	0.26
36. Tuition paid is a worthwhile investment.	6.60	5.77 / 1.44	0.83	6.54	5.80 / 1.40	0.74	-0.03
37. I seldom get the "run-around" when seeking information on this campus.	6.18	5.62 / 1.47	0.56	6.29	5.19 / 1.71	1.10	0.43 **

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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	
38. Most classes deal with practical experiences and applications.	6.29	5.69 / 1.26	0.60	6.33	5.70 / 1.28	0.63	-0.01
39. On the whole, the campus is well-maintained.	6.24	5.95 / 1.34	0.29	6.35	6.04 / 1.19	0.31	-0.09
40. There are sufficient courses within my program of study available each term.	6.54	5.63 / 1.45	0.91	6.52	5.48 / 1.57	1.04	0.15
41. Campus item: My experiences at this college have helped improve my communication skills: listening, speaking, reading, writing.	6.49	6.05 / 1.22	0.44				
42. Campus item: My experiences at this college have helped improve my problem solving and computational skills.	6.46	6.01 / 1.22	0.45				
43. Campus item: My experiences at this college have helped improve my skills in group decision-making and problem solving in a diverse world.	6.37	5.94 / 1.30	0.43				
44. Campus item: My instructors encourage regular attendance, completion of assignments on-time, and effective participation in discussions.	6.33	6.17 / 1.30	0.16				
45. Campus item: My experiences at this college have supported my intellectual growth: acquiring knowledge, skills, ideas, analytical thinking	6.55	6.16 / 1.20	0.39				
46. Campus item: My experiences at this college have supported my social growth: understanding and adapting to others and their views.	6.29	5.94 / 1.35	0.35				

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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	
47. Campus item: Most classes connect course materials with students' further study (transfer) and/or career objectives.	6.40	5.88 / 1.28	0.52				
48. Campus item: The instructor & curriculum have worked together to provide current information that challenged and engaged me.	6.46	5.96 / 1.25	0.50				
49. Campus item: I have engaged in activities and/or participated in organizations on campus that matched my interests.	5.82	5.47 / 1.47	0.35				
50. Campus item: Faculty and staff at this college encourage and value individual differences and diversity.	6.34	6.30 / 1.17	0.04				
51. Cost as factor in decision to enroll.	6.19			6.49			
52. Financial assistance as factor in decision to enroll.	6.18			6.27			
53. Academic reputation as factor in decision to enroll.	5.93			6.09			
54. Future career opportunities as factor in decision to enroll.	6.17			6.42			
55. Personal recommendations as factor in decision to enroll.	6.00			5.87			
56. Distance from campus as factor in decision to enroll.	6.12			6.17			

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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.	5.92			5.84			
58. Campus visits as factor in decision to enroll.	5.58			5.38			

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Institutional Summary

Summary Items

Summary Item	South Seattle Community College - SSI	National Community Colleges Form B	Mean Difference
<p>So far, how has your college experience met your expectations?</p> <p>1=Much worse than expected</p> <p>2=Quite a bit worse than I expected</p> <p>3=Worse than I expected</p> <p>4=About what I expected</p> <p>5=Better than I expected</p> <p>6=Quite a bit better than I expected</p> <p>7=Much better than expected</p>	<p>Average: 5.05</p> <p>1%</p> <p>1%</p> <p>2%</p> <p>28%</p> <p>35%</p> <p>10%</p> <p>19%</p>	<p>Average: 4.87</p> <p>1%</p> <p>1%</p> <p>6%</p> <p>35%</p> <p>25%</p> <p>13%</p> <p>16%</p>	<p>0.18</p>
<p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all</p> <p>2=Not very satisfied</p> <p>3=Somewhat dissatisfied</p> <p>4=Neutral</p> <p>5=Somewhat satisfied</p> <p>6=Satisfied</p> <p>7=Very satisfied</p>	<p>Average: 5.68</p> <p>1%</p> <p>2%</p> <p>2%</p> <p>9%</p> <p>16%</p> <p>41%</p> <p>26%</p>	<p>Average: 5.55</p> <p>1%</p> <p>2%</p> <p>5%</p> <p>10%</p> <p>16%</p> <p>42%</p> <p>21%</p>	<p>0.13</p>
<p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not</p> <p>2=Probably not</p> <p>3=Maybe not</p> <p>4=I don't know</p> <p>5=Maybe yes</p> <p>6=Probably yes</p> <p>7=Definitely yes</p>	<p>Average: 5.93</p> <p>1%</p> <p>2%</p> <p>2%</p> <p>7%</p> <p>13%</p> <p>25%</p> <p>47%</p>	<p>Average: 5.80</p> <p>2%</p> <p>4%</p> <p>3%</p> <p>7%</p> <p>10%</p> <p>31%</p> <p>41%</p>	<p>0.13</p>