

Demographics

Gender			Current Class Load		
	N	%		N	%
Female	40	56.34%	Full-time	49	71.01%
Male	31	43.66%	Part-time	20	28.99%
Total	71	100.00%	Total	69	100.00%
No Response	7		No Response	9	

Age			Class Level		
	N	%		N	%
18 and under	4	5.48%	1 year or less	4	5.48%
19 to 24	23	31.51%	2 years	35	47.95%
25 to 34	24	32.88%	3 years	20	27.40%
35 to 44	12	16.44%	4 or more years	14	19.18%
45 and over	10	13.70%	Total	73	100.00%
Total	73	100.00%	No Response	5	
No Response	5				

Ethnicity/Race			Current GPA		
	N	%		N	%
Alaskan Native	2	2.82%	No credits earned	0	0.00%
American Indian	0	0.00%	1.99 or below	0	0.00%
Asian	26	36.62%	2.0 - 2.49	3	4.17%
Black/African-American	10	14.08%	2.5 - 2.99	7	9.72%
Hispanic or Latino (and Puerto Rican)	3	4.23%	3.0 - 3.49	27	37.50%
Native Hawaiian or Pacific Islander	1	1.41%	3.5 or above	35	48.61%
White/Caucasian	23	32.39%	Total	72	100.00%
Multi-racial	4	5.63%	No Response	6	
Other race	2	2.82%			
Total	71	100.00%			
No Response	7				

Current Enrollment Status			Educational Goal		
	N	%		N	%
Day	58	84.06%	Associate degree	26	36.11%
Evening	9	13.04%	Vocational/technical program	3	4.17%
Weekend	2	2.90%	Transfer to another institution	29	40.28%
Total	69	100.00%	Certification (initial/renewal)	3	4.17%
No Response	9		Self-improvement/pleasure	0	0.00%
			Job-related training	2	2.78%
			Other educational goal	9	12.50%
			Total	72	100.00%
			No Response	6	

Demographics

Employment			Organization Memberships		
	N	%		N	%
Full-time off campus	23	31.51%	No organization memberships	44	62.86%
Part-time off campus	15	20.55%	One or two organization memberships	18	25.71%
Full-time on campus	4	5.48%	Three or four organization memberships	8	11.43%
Part-time on campus	12	16.44%	Five or more organization memberships	0	0.00%
Not employed	19	26.03%	Total	70	100.00%
Total	73	100.00%	No Response	8	
No Response	5				
Current Residence			Tuition Source		
	N	%		N	%
Residence hall	0	0.00%	Scholarships	5	6.94%
Own house	15	20.55%	Financial aid	28	38.89%
Rent room or apt off campus	38	52.05%	Family contributions	13	18.06%
Parent's home	13	17.81%	Self support	20	27.78%
Other residence	7	9.59%	Other tuition source	6	8.33%
Total	73	100.00%	Total	72	100.00%
No Response	5		No Response	6	
Residence Classification			On average, how many hours a week do you spend studying and completing out-of-class assignments?		
	N	%		N	%
In-state	62	86.11%	0-2	2	2.78%
Out-of-state	1	1.39%	3-5	11	15.28%
International (not U.S. citizen)	9	12.50%	5-10	25	34.72%
Total	72	100.00%	11-20	15	20.83%
No Response	6		21-30	9	12.50%
			30+	10	13.89%
Institution Was My			Institution Question 2		
	N	%		N	%
1st choice	55	79.71%	Campus item 2 - Answer 1	0	0%
2nd choice	14	20.29%	Campus item 2 - Answer 2	0	0%
3rd choice or lower	0	0.00%	Campus item 2 - Answer 3	0	0%
Total	69	100.00%	Campus item 2 - Answer 4	0	0%
No Response	9		Campus item 2 - Answer 5	0	0%
			Campus item 2 - Answer 6	0	0%
Plan to Transfer			Total		
	N	%		0	100.00%
Yes I plan to transfer	46	64.79%	No Response	78	
No I do not plan to transfer	25	35.21%			
Total	71	100.00%			
No Response	7				

Strategic Planning Overview

Strengths and Challenges

Strengths

- 13. The campus is safe and secure for all students.
- 45. Campus item: My experiences at this college have supported my intellectual growth: acquiring knowledge, skills, ideas, analytical thinking
- 44. Campus item: My instructors encourage regular attendance, completion of assignments on-time, and effective participation in discussions.
- 19. Registration processes and procedures are convenient.
- 46. Campus item: My experiences at this college have supported my social growth: understanding and adapting to others and their views.
- 9. I am able to register for the classes I need with few conflicts.
- 29. There are convenient ways of paying my school bill.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).

Challenges

- 8. The quality of instruction I receive in most of my classes is excellent.
- 14. My academic advisor is knowledgeable about my program requirements.
- 2. Classes are scheduled at times that are convenient for me.
- 36. Tuition paid is a worthwhile investment.
- 40. There are sufficient courses within my program of study available each term.
- 17. Admissions counselors accurately portray program offerings in their recruiting practices.
- 16. My advisor helps me apply my program of study to career goals.
- 22. My academic advisor is knowledgeable about transfer requirements of other schools.
- 37. I seldom get the "run-around" when seeking information on this campus.
- 33. Administrators are available to hear students' concerns.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Community Colleges Form B

- 19. Registration processes and procedures are convenient.
- 9. I am able to register for the classes I need with few conflicts.
- 35. I receive ongoing feedback about progress toward my academic goals.

Higher Importance vs. National Community Colleges Form B

- 17. Admissions counselors accurately portray program offerings in their recruiting practices.
- 22. My academic advisor is knowledgeable about transfer requirements of other schools.
- 37. I seldom get the "run-around" when seeking information on this campus.
- 3. My academic advisor is available when I need help.

Institutional Summary
Scales: In Order of Importance

Scale	South Seattle College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising Effectiveness	6.51	5.68 / 1.32	0.83	6.35	5.47 / 1.34	0.88	0.21
Registration Effectiveness	6.50	5.98 / 0.89	0.52	6.48	5.72 / 1.07	0.76	0.26 *
Campus Climate	6.45	5.76 / 1.26	0.69	6.41	5.78 / 1.04	0.63	-0.02
Student Centeredness	6.42	5.58 / 1.44	0.84	6.36	5.64 / 1.19	0.72	-0.06
Instructional Effectiveness	6.41	5.87 / 1.12	0.54	6.42	5.73 / 1.04	0.69	0.14
Safety and Security	6.30	5.86 / 1.19	0.44	6.29	5.50 / 1.18	0.79	0.36 **
Campus Services	6.27	5.92 / 1.01	0.35	6.25	5.76 / 1.00	0.49	0.16
Admissions and Financial Aid Effectiveness	6.20	5.40 / 1.52	0.80	6.24	5.43 / 1.28	0.81	-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 66622 records.

Institutional Summary Items: In Order of Importance

Item	South Seattle 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.	6.79	5.87 / 1.50	0.92	6.64	5.79 / 1.32	0.85	0.08
14. My academic advisor is knowledgeable about my program requirements.	6.67	5.72 / 1.50	0.95	6.52	5.71 / 1.54	0.81	0.01
2. Classes are scheduled at times that are convenient for me.	6.65	5.69 / 1.34	0.96	6.57	5.62 / 1.42	0.95	0.07
13. The campus is safe and secure for all students.	6.64	6.05 / 1.22	0.59	6.54	6.02 / 1.19	0.52	0.03
45. Campus item: My experiences at this college have supported my intellectual growth: acquiring knowledge, skills, ideas, analytical thinking	6.62	6.11 / 1.44	0.51				
36. Tuition paid is a worthwhile investment.	6.60	5.72 / 1.76	0.88	6.55	5.82 / 1.40	0.73	-0.10
40. There are sufficient courses within my program of study available each term.	6.58	5.68 / 1.45	0.90	6.53	5.56 / 1.55	0.97	0.12
25. Faculty provide timely feedback about my academic progress.	6.55	5.89 / 1.41	0.66	6.46	5.55 / 1.47	0.91	0.34
41. Campus item: My experiences at this college have helped improve my communication skills: listening, speaking, reading, writing.	6.55	5.93 / 1.58	0.62				
48. Campus item: The instructor & curriculum have worked together to provide current information that challenged and engaged me.	6.55	5.86 / 1.51	0.69				
44. Campus item: My instructors encourage regular attendance, completion of assignments on-time, and effective participation in discussions.	6.54	6.18 / 1.39	0.36				
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.52	5.50 / 1.67	1.02	6.13	5.38 / 1.52	0.75	0.12
19. Registration processes and procedures are convenient.	6.52	6.31 / 0.98	0.21	6.46	5.78 / 1.40	0.68	0.53 **

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Institutional Summary Items: In Order of Importance

Item	South Seattle College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. Campus item: My experiences at this college have supported my social growth: understanding and adapting to others and their views.	6.51	6.07 / 1.47	0.44				
16. My advisor helps me apply my program of study to career goals.	6.50	5.67 / 1.57	0.83	6.36	5.47 / 1.65	0.89	0.20
9. I am able to register for the classes I need with few conflicts.	6.49	6.08 / 1.34	0.41	6.57	5.65 / 1.47	0.92	0.43 *
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.48	5.50 / 1.70	0.98	6.32	5.40 / 1.61	0.92	0.10
42. Campus item: My experiences at this college have helped improve my problem solving and computational skills.	6.48	5.84 / 1.57	0.64				
54. Future career opportunities as factor in decision to enroll.	6.48			6.43			
29. There are convenient ways of paying my school bill.	6.47	6.11 / 1.34	0.36	6.39	5.87 / 1.37	0.52	0.24
37. I seldom get the "run-around" when seeking information on this campus.	6.47	5.19 / 1.97	1.28	6.30	5.30 / 1.67	1.00	-0.11
35. I receive ongoing feedback about progress toward my academic goals.	6.44	5.69 / 1.55	0.75	6.31	5.26 / 1.64	1.05	0.43 *
43. Campus item: My experiences at this college have helped improve my skills in group decision-making and problem solving in a diverse world.	6.44	5.81 / 1.60	0.63				
1. The campus staff are caring and helpful.	6.43	5.71 / 1.46	0.72	6.41	5.80 / 1.29	0.61	-0.09
3. My academic advisor is available when I need help.	6.43	5.79 / 1.54	0.64	6.25	5.51 / 1.58	0.74	0.28
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.40	6.11 / 1.35	0.29	6.42	5.92 / 1.31	0.50	0.19

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Institutional Summary Items: In Order of Importance

Item	South Seattle College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
12. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.84 / 1.57	0.55	6.46	5.75 / 1.43	0.71	0.09
33. Administrators are available to hear students' concerns.	6.39	5.52 / 1.76	0.87	6.28	5.44 / 1.56	0.84	0.08
20. Students are made to feel welcome here.	6.37	5.84 / 1.45	0.53	6.44	5.97 / 1.29	0.47	-0.13
32. I am able to take care of college-related business at times that are convenient for me.	6.37	5.69 / 1.55	0.68	6.41	5.70 / 1.39	0.71	-0.01
18. Computer labs are adequate and accessible.	6.35	6.19 / 1.22	0.16	6.35	5.95 / 1.33	0.40	0.24
23. This institution helps me identify resources to finance my education.	6.33	5.47 / 1.81	0.86	6.34	5.34 / 1.64	1.00	0.13
28. This campus provides online access to services I need.	6.33	6.10 / 1.14	0.23	6.43	6.00 / 1.24	0.43	0.10
47. Campus item: Most classes connect course materials with students' further study (transfer) and/or career objectives.	6.32	5.87 / 1.36	0.45				
6. Library resources and services are adequate.	6.31	6.00 / 1.31	0.31	6.15	5.88 / 1.26	0.27	0.12
38. Most classes deal with practical experiences and applications.	6.31	5.75 / 1.36	0.56	6.35	5.74 / 1.30	0.61	0.01
51. Cost as factor in decision to enroll.	6.31			6.53			
50. Campus item: Faculty and staff at this college encourage and value individual differences and diversity.	6.29	5.85 / 1.58	0.44				
57. Information on the campus Web site as factor in decision to enroll.	6.29			5.86			
30. The assessment and course placement procedures are reasonable.	6.28	5.87 / 1.40	0.41	6.26	5.67 / 1.36	0.59	0.20
24. The equipment in the lab facilities is kept up to date.	6.27	5.73 / 1.61	0.54	6.36	5.73 / 1.38	0.63	0.00

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Institutional Summary
Items: In Order of Importance

Item	South Seattle 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.	6.26	6.17 / 1.16	0.09	6.37	6.08 / 1.19	0.29	0.09
26. There are adequate services to help me decide upon a career.	6.25	5.56 / 1.50	0.69	6.28	5.48 / 1.47	0.80	0.08
4. Security staff respond quickly to calls for assistance.	6.23	5.45 / 1.58	0.78	6.10	5.45 / 1.44	0.65	0.00
27. Tutoring services are readily available.	6.19	6.06 / 1.16	0.13	6.21	5.80 / 1.39	0.41	0.26
10. Parking lots are well-lighted and secure.	6.18	5.86 / 1.41	0.32	6.16	5.60 / 1.49	0.56	0.26
15. Financial aid counseling is available if I need it.	6.17	5.31 / 1.91	0.86	6.29	5.60 / 1.51	0.69	-0.29
52. Financial assistance as factor in decision to enroll.	6.13			6.29			
53. Academic reputation as factor in decision to enroll.	6.13			6.12			
11. Counseling services are available if I need them.	6.12	5.76 / 1.67	0.36	5.95	5.55 / 1.44	0.40	0.21
21. The amount of student parking space on campus is adequate.	6.10	5.91 / 1.51	0.19	6.33	4.92 / 1.94	1.41	0.99 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.09	5.09 / 1.94	1.00	6.32	5.36 / 1.65	0.96	-0.27
56. Distance from campus as factor in decision to enroll.	6.01			6.17			
7. Admissions staff provide personalized attention prior to enrollment.	5.94	5.56 / 1.58	0.38	6.14	5.46 / 1.51	0.68	0.10
55. Personal recommendations as factor in decision to enroll.	5.88			5.89			
31. Faculty use a variety of technology and media in the classroom.	5.86	5.93 / 1.24	-0.07	6.06	5.81 / 1.27	0.25	0.12

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Institutional Summary

Items: In Order of Importance

Item	South Seattle College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
58. Campus visits as factor in decision to enroll.	5.72			5.40			
49. Campus item: I have engaged in activities and/or participated in organizations on campus that matched my interests.	5.69	5.50 / 1.58	0.19				

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Institutional Summary

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

Scale/Item	South Seattle College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.51	5.68 / 1.32	0.83	6.35	5.47 / 1.34	0.88	0.21
3. My academic advisor is available when I need help.	6.43	5.79 / 1.54	0.64	6.25	5.51 / 1.58	0.74	0.28
14. My academic advisor is knowledgeable about my program requirements.	6.67	5.72 / 1.50	0.95	6.52	5.71 / 1.54	0.81	0.01
16. My advisor helps me apply my program of study to career goals.	6.50	5.67 / 1.57	0.83	6.36	5.47 / 1.65	0.89	0.20
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.48	5.50 / 1.70	0.98	6.32	5.40 / 1.61	0.92	0.10
35. I receive ongoing feedback about progress toward my academic goals.	6.44	5.69 / 1.55	0.75	6.31	5.26 / 1.64	1.05	0.43 *

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Institutional Summary

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

Scale/Item	South Seattle College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	6.20	5.40 / 1.52	0.80	6.24	5.43 / 1.28	0.81	-0.03
5. Financial aid awards are announced in time to be helpful in college planning.	6.09	5.09 / 1.94	1.00	6.32	5.36 / 1.65	0.96	-0.27
7. Admissions staff provide personalized attention prior to enrollment.	5.94	5.56 / 1.58	0.38	6.14	5.46 / 1.51	0.68	0.10
15. Financial aid counseling is available if I need it.	6.17	5.31 / 1.91	0.86	6.29	5.60 / 1.51	0.69	-0.29
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.52	5.50 / 1.67	1.02	6.13	5.38 / 1.52	0.75	0.12
23. This institution helps me identify resources to finance my education.	6.33	5.47 / 1.81	0.86	6.34	5.34 / 1.64	1.00	0.13

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Institutional Summary

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

Scale/Item	South Seattle College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.45	5.76 / 1.26	0.69	6.41	5.78 / 1.04	0.63	-0.02
1. The campus staff are caring and helpful.	6.43	5.71 / 1.46	0.72	6.41	5.80 / 1.29	0.61	-0.09
13. The campus is safe and secure for all students.	6.64	6.05 / 1.22	0.59	6.54	6.02 / 1.19	0.52	0.03
20. Students are made to feel welcome here.	6.37	5.84 / 1.45	0.53	6.44	5.97 / 1.29	0.47	-0.13
33. Administrators are available to hear students' concerns.	6.39	5.52 / 1.76	0.87	6.28	5.44 / 1.56	0.84	0.08
36. Tuition paid is a worthwhile investment.	6.60	5.72 / 1.76	0.88	6.55	5.82 / 1.40	0.73	-0.10
37. I seldom get the "run-around" when seeking information on this campus.	6.47	5.19 / 1.97	1.28	6.30	5.30 / 1.67	1.00	-0.11
39. On the whole, the campus is well-maintained.	6.26	6.17 / 1.16	0.09	6.37	6.08 / 1.19	0.29	0.09

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National Group Means are based on 66622 records.

Institutional Summary

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

Scale/Item	South Seattle College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SERVICES	6.27	5.92 / 1.01	0.35	6.25	5.76 / 1.00	0.49	0.16
6. Library resources and services are adequate.	6.31	6.00 / 1.31	0.31	6.15	5.88 / 1.26	0.27	0.12
11. Counseling services are available if I need them.	6.12	5.76 / 1.67	0.36	5.95	5.55 / 1.44	0.40	0.21
18. Computer labs are adequate and accessible.	6.35	6.19 / 1.22	0.16	6.35	5.95 / 1.33	0.40	0.24
24. The equipment in the lab facilities is kept up to date.	6.27	5.73 / 1.61	0.54	6.36	5.73 / 1.38	0.63	0.00
26. There are adequate services to help me decide upon a career.	6.25	5.56 / 1.50	0.69	6.28	5.48 / 1.47	0.80	0.08
27. Tutoring services are readily available.	6.19	6.06 / 1.16	0.13	6.21	5.80 / 1.39	0.41	0.26
28. This campus provides online access to services I need.	6.33	6.10 / 1.14	0.23	6.43	6.00 / 1.24	0.43	0.10
30. The assessment and course placement procedures are reasonable.	6.28	5.87 / 1.40	0.41	6.26	5.67 / 1.36	0.59	0.20

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Institutional Summary

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

Scale/Item	South Seattle College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.41	5.87 / 1.12	0.54	6.42	5.73 / 1.04	0.69	0.14
8. The quality of instruction I receive in most of my classes is excellent.	6.79	5.87 / 1.50	0.92	6.64	5.79 / 1.32	0.85	0.08
12. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.84 / 1.57	0.55	6.46	5.75 / 1.43	0.71	0.09
25. Faculty provide timely feedback about my academic progress.	6.55	5.89 / 1.41	0.66	6.46	5.55 / 1.47	0.91	0.34
31. Faculty use a variety of technology and media in the classroom.	5.86	5.93 / 1.24	-0.07	6.06	5.81 / 1.27	0.25	0.12
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.40	6.11 / 1.35	0.29	6.42	5.92 / 1.31	0.50	0.19
38. Most classes deal with practical experiences and applications.	6.31	5.75 / 1.36	0.56	6.35	5.74 / 1.30	0.61	0.01
40. There are sufficient courses within my program of study available each term.	6.58	5.68 / 1.45	0.90	6.53	5.56 / 1.55	0.97	0.12

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Institutional Summary

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

Scale/Item	South Seattle College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.50	5.98 / 0.89	0.52	6.48	5.72 / 1.07	0.76	0.26 *
2. Classes are scheduled at times that are convenient for me.	6.65	5.69 / 1.34	0.96	6.57	5.62 / 1.42	0.95	0.07
9. I am able to register for the classes I need with few conflicts.	6.49	6.08 / 1.34	0.41	6.57	5.65 / 1.47	0.92	0.43 *
19. Registration processes and procedures are convenient.	6.52	6.31 / 0.98	0.21	6.46	5.78 / 1.40	0.68	0.53 **
29. There are convenient ways of paying my school bill.	6.47	6.11 / 1.34	0.36	6.39	5.87 / 1.37	0.52	0.24
32. I am able to take care of college-related business at times that are convenient for me.	6.37	5.69 / 1.55	0.68	6.41	5.70 / 1.39	0.71	-0.01

* 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 66622 records.

Institutional Summary

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

Scale/Item	South Seattle College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.30	5.86 / 1.19	0.44	6.29	5.50 / 1.18	0.79	0.36 **
4. Security staff respond quickly to calls for assistance.	6.23	5.45 / 1.58	0.78	6.10	5.45 / 1.44	0.65	0.00
10. Parking lots are well-lighted and secure.	6.18	5.86 / 1.41	0.32	6.16	5.60 / 1.49	0.56	0.26
13. The campus is safe and secure for all students.	6.64	6.05 / 1.22	0.59	6.54	6.02 / 1.19	0.52	0.03
21. The amount of student parking space on campus is adequate.	6.10	5.91 / 1.51	0.19	6.33	4.92 / 1.94	1.41	0.99 ***

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

National Group Means are based on 66622 records.

Institutional Summary

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

Scale/Item	South Seattle College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.42	5.58 / 1.44	0.84	6.36	5.64 / 1.19	0.72	-0.06
1. The campus staff are caring and helpful.	6.43	5.71 / 1.46	0.72	6.41	5.80 / 1.29	0.61	-0.09
20. Students are made to feel welcome here.	6.37	5.84 / 1.45	0.53	6.44	5.97 / 1.29	0.47	-0.13
33. Administrators are available to hear students' concerns.	6.39	5.52 / 1.76	0.87	6.28	5.44 / 1.56	0.84	0.08
37. I seldom get the "run-around" when seeking information on this campus.	6.47	5.19 / 1.97	1.28	6.30	5.30 / 1.67	1.00	-0.11

National Group Means are based on 66622 records.

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 *** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Item	South Seattle 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.	6.43	5.71 / 1.46	0.72	6.41	5.80 / 1.29	0.61	-0.09
2. Classes are scheduled at times that are convenient for me.	6.65	5.69 / 1.34	0.96	6.57	5.62 / 1.42	0.95	0.07
3. My academic advisor is available when I need help.	6.43	5.79 / 1.54	0.64	6.25	5.51 / 1.58	0.74	0.28
4. Security staff respond quickly to calls for assistance.	6.23	5.45 / 1.58	0.78	6.10	5.45 / 1.44	0.65	0.00
5. Financial aid awards are announced in time to be helpful in college planning.	6.09	5.09 / 1.94	1.00	6.32	5.36 / 1.65	0.96	-0.27
6. Library resources and services are adequate.	6.31	6.00 / 1.31	0.31	6.15	5.88 / 1.26	0.27	0.12
7. Admissions staff provide personalized attention prior to enrollment.	5.94	5.56 / 1.58	0.38	6.14	5.46 / 1.51	0.68	0.10
8. The quality of instruction I receive in most of my classes is excellent.	6.79	5.87 / 1.50	0.92	6.64	5.79 / 1.32	0.85	0.08
9. I am able to register for the classes I need with few conflicts.	6.49	6.08 / 1.34	0.41	6.57	5.65 / 1.47	0.92	0.43 *
10. Parking lots are well-lighted and secure.	6.18	5.86 / 1.41	0.32	6.16	5.60 / 1.49	0.56	0.26
11. Counseling services are available if I need them.	6.12	5.76 / 1.67	0.36	5.95	5.55 / 1.44	0.40	0.21
12. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.84 / 1.57	0.55	6.46	5.75 / 1.43	0.71	0.09
13. The campus is safe and secure for all students.	6.64	6.05 / 1.22	0.59	6.54	6.02 / 1.19	0.52	0.03
14. My academic advisor is knowledgeable about my program requirements.	6.67	5.72 / 1.50	0.95	6.52	5.71 / 1.54	0.81	0.01
15. Financial aid counseling is available if I need it.	6.17	5.31 / 1.91	0.86	6.29	5.60 / 1.51	0.69	-0.29

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Institutional Summary

Items: In Sequential Order

Item	South Seattle 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.	6.50	5.67 / 1.57	0.83	6.36	5.47 / 1.65	0.89	0.20
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.52	5.50 / 1.67	1.02	6.13	5.38 / 1.52	0.75	0.12
18. Computer labs are adequate and accessible.	6.35	6.19 / 1.22	0.16	6.35	5.95 / 1.33	0.40	0.24
19. Registration processes and procedures are convenient.	6.52	6.31 / 0.98	0.21	6.46	5.78 / 1.40	0.68	0.53 **
20. Students are made to feel welcome here.	6.37	5.84 / 1.45	0.53	6.44	5.97 / 1.29	0.47	-0.13
21. The amount of student parking space on campus is adequate.	6.10	5.91 / 1.51	0.19	6.33	4.92 / 1.94	1.41	0.99 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.48	5.50 / 1.70	0.98	6.32	5.40 / 1.61	0.92	0.10
23. This institution helps me identify resources to finance my education.	6.33	5.47 / 1.81	0.86	6.34	5.34 / 1.64	1.00	0.13
24. The equipment in the lab facilities is kept up to date.	6.27	5.73 / 1.61	0.54	6.36	5.73 / 1.38	0.63	0.00
25. Faculty provide timely feedback about my academic progress.	6.55	5.89 / 1.41	0.66	6.46	5.55 / 1.47	0.91	0.34
26. There are adequate services to help me decide upon a career.	6.25	5.56 / 1.50	0.69	6.28	5.48 / 1.47	0.80	0.08
27. Tutoring services are readily available.	6.19	6.06 / 1.16	0.13	6.21	5.80 / 1.39	0.41	0.26
28. This campus provides online access to services I need.	6.33	6.10 / 1.14	0.23	6.43	6.00 / 1.24	0.43	0.10
29. There are convenient ways of paying my school bill.	6.47	6.11 / 1.34	0.36	6.39	5.87 / 1.37	0.52	0.24
30. The assessment and course placement procedures are reasonable.	6.28	5.87 / 1.40	0.41	6.26	5.67 / 1.36	0.59	0.20

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National Group Means are based on 66622 records.

Institutional Summary

Items: In Sequential Order

Item	South Seattle 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.	5.86	5.93 / 1.24	-0.07	6.06	5.81 / 1.27	0.25	0.12
32. I am able to take care of college-related business at times that are convenient for me.	6.37	5.69 / 1.55	0.68	6.41	5.70 / 1.39	0.71	-0.01
33. Administrators are available to hear students' concerns.	6.39	5.52 / 1.76	0.87	6.28	5.44 / 1.56	0.84	0.08
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.40	6.11 / 1.35	0.29	6.42	5.92 / 1.31	0.50	0.19
35. I receive ongoing feedback about progress toward my academic goals.	6.44	5.69 / 1.55	0.75	6.31	5.26 / 1.64	1.05	0.43 *
36. Tuition paid is a worthwhile investment.	6.60	5.72 / 1.76	0.88	6.55	5.82 / 1.40	0.73	-0.10
37. I seldom get the "run-around" when seeking information on this campus.	6.47	5.19 / 1.97	1.28	6.30	5.30 / 1.67	1.00	-0.11
38. Most classes deal with practical experiences and applications.	6.31	5.75 / 1.36	0.56	6.35	5.74 / 1.30	0.61	0.01
39. On the whole, the campus is well-maintained.	6.26	6.17 / 1.16	0.09	6.37	6.08 / 1.19	0.29	0.09
40. There are sufficient courses within my program of study available each term.	6.58	5.68 / 1.45	0.90	6.53	5.56 / 1.55	0.97	0.12
41. Campus item: My experiences at this college have helped improve my communication skills: listening, speaking, reading, writing.	6.55	5.93 / 1.58	0.62				
42. Campus item: My experiences at this college have helped improve my problem solving and computational skills.	6.48	5.84 / 1.57	0.64				
43. Campus item: My experiences at this college have helped improve my skills in group decision-making and problem solving in a diverse world.	6.44	5.81 / 1.60	0.63				

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Institutional Summary

Items: In Sequential Order

Item	South Seattle 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.	6.54	6.18 / 1.39	0.36				
45. Campus item: My experiences at this college have supported my intellectual growth: acquiring knowledge, skills, ideas, analytical thinking	6.62	6.11 / 1.44	0.51				
46. Campus item: My experiences at this college have supported my social growth: understanding and adapting to others and their views.	6.51	6.07 / 1.47	0.44				
47. Campus item: Most classes connect course materials with students' further study (transfer) and/or career objectives.	6.32	5.87 / 1.36	0.45				
48. Campus item: The instructor & curriculum have worked together to provide current information that challenged and engaged me.	6.55	5.86 / 1.51	0.69				
49. Campus item: I have engaged in activities and/or participated in organizations on campus that matched my interests.	5.69	5.50 / 1.58	0.19				
50. Campus item: Faculty and staff at this college encourage and value individual differences and diversity.	6.29	5.85 / 1.58	0.44				
51. Cost as factor in decision to enroll.	6.31			6.53			
52. Financial assistance as factor in decision to enroll.	6.13			6.29			
53. Academic reputation as factor in decision to enroll.	6.13			6.12			
54. Future career opportunities as factor in decision to enroll.	6.48			6.43			
55. Personal recommendations as factor in decision to enroll.	5.88			5.89			
56. Distance from campus as factor in decision to enroll.	6.01			6.17			

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Institutional Summary

Items: In Sequential Order

Item	South Seattle 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.	6.29			5.86			
58. Campus visits as factor in decision to enroll.	5.72			5.40			

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Institutional Summary

Summary Items

Summary Item	South Seattle 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: 4.89 8% 1% 4% 27% 20% 12% 25%	Average: 4.91 1% 1% 6% 34% 25% 13% 17%	-0.02
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: 5.54 2% 5% 4% 9% 9% 35% 32%	Average: 5.58 1% 2% 5% 10% 15% 42% 23%	-0.04
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.96 5% 1% 1% 6% 5% 26% 52%	Average: 5.82 2% 3% 3% 7% 9% 31% 42%	0.14