

Demographics

Gender			Current Class Load		
	N	%		N	%
Female	23	56.10%	Full-time	33	82.50%
Male	18	43.90%	Part-time	7	17.50%
Total	41	100.00%	Total	40	100.00%
No Response	6		No Response	7	

Age			Class Level		
	N	%		N	%
18 and under	4	9.76%	1 year or less	3	7.32%
19 to 24	14	34.15%	2 years	24	58.54%
25 to 34	9	21.95%	3 years	11	26.83%
35 to 44	7	17.07%	4 or more years	3	7.32%
45 and over	7	17.07%	Total	41	100.00%
Total	41	100.00%	No Response	6	
No Response	6				

Ethnicity/Race			Current GPA		
	N	%		N	%
Alaskan Native	0	0.00%	No credits earned	0	0.00%
American Indian	0	0.00%	1.99 or below	0	0.00%
Asian	12	29.27%	2.0 - 2.49	0	0.00%
Black/African-American	1	2.44%	2.5 - 2.99	6	14.63%
Hispanic or Latino (and Puerto Rican)	4	9.76%	3.0 - 3.49	13	31.71%
Native Hawaiian or Pacific Islander	3	7.32%	3.5 or above	22	53.66%
White/Caucasian	12	29.27%	Total	41	100.00%
Multi-racial	4	9.76%	No Response	6	
Other race	5	12.20%			
Total	41	100.00%			
No Response	6				

Current Enrollment Status			Educational Goal		
	N	%		N	%
Day	37	94.87%	Associate degree	23	56.10%
Evening	2	5.13%	Vocational/technical program	1	2.44%
Weekend	0	0.00%	Transfer to another institution	12	29.27%
Total	39	100.00%	Certification (initial/renewal)	1	2.44%
No Response	8		Self-improvement/pleasure	1	2.44%
			Job-related training	0	0.00%
			Other educational goal	3	7.32%
			Total	41	100.00%
			No Response	6	

Demographics

Employment			Organization Memberships		
	N	%		N	%
Full-time off campus	9	21.95%	No organization memberships	30	75.00%
Part-time off campus	9	21.95%	One or two organization memberships	6	15.00%
Full-time on campus	2	4.88%	Three or four organization memberships	3	7.50%
Part-time on campus	4	9.76%	Five or more organization memberships	1	2.50%
Not employed	17	41.46%	Total	40	100.00%
Total	41	100.00%	No Response	7	
No Response	6				
Current Residence			Tuition Source		
	N	%		N	%
Residence hall	0	0.00%	Scholarships	6	14.63%
Own house	9	21.95%	Financial aid	16	39.02%
Rent room or apt off campus	17	41.46%	Family contributions	6	14.63%
Parent's home	12	29.27%	Self support	5	12.20%
Other residence	3	7.32%	Other tuition source	8	19.51%
Total	41	100.00%	Total	41	100.00%
No Response	6		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	33	80.49%	0-2	3	7.32%
Out-of-state	0	0.00%	3-5	5	12.20%
International (not U.S. citizen)	8	19.51%	6-10	10	24.39%
Total	41	100.00%	11-20	15	36.59%
No Response	6		21-30	5	12.20%
			30+	3	7.32%
Institution Was My			Institution Question 2		
	N	%		N	%
1st choice	36	87.80%	Campus item 2 - Answer 1	0	0%
2nd choice	4	9.76%	Campus item 2 - Answer 2	0	0%
3rd choice or lower	1	2.44%	Campus item 2 - Answer 3	0	0%
Total	41	100.00%	Campus item 2 - Answer 4	0	0%
No Response	6		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	26	63.41%	No Response	47	
No I do not plan to transfer	15	36.59%			
Total	41	100.00%			
No Response	6				

Strategic Planning Overview

Strengths and Challenges

Strengths

- 28. This campus provides online access to services I need.
- 45. Campus item: My experiences at this college have supported my intellectual growth: acquiring knowledge, skills, ideas, analytical thinking
- 19. Registration processes and procedures are convenient.
- 18. Computer labs are adequate and accessible.
- 20. Students are made to feel welcome here.
- 29. There are convenient ways of paying my school bill.

Challenges

- 8. The quality of instruction I receive in most of my classes is excellent.
- 23. This institution helps me identify resources to finance my education.
- 9. I am able to register for the classes I need with few conflicts.
- 36. Tuition paid is a worthwhile investment.
- 14. My academic advisor is knowledgeable about my program requirements.
- 16. My advisor helps me apply my program of study to career goals.
- 15. Financial aid counseling is available if I need it.
- 24. The equipment in the lab facilities is kept up to date.

Strategic Planning Overview Benchmarks

Higher Importance vs. National Community Colleges Form B

- 23. This institution helps me identify resources to finance my education.
- 28. This campus provides online access to services I need.
- 27. Tutoring services are readily available.
- 38. Most classes deal with practical experiences and applications.
- 22. My academic advisor is knowledgeable about transfer requirements of other schools.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 18. Computer labs are adequate and accessible.
- 15. Financial aid counseling is available if I need it.

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	
Instructional Effectiveness	6.57	5.77 / 0.96	0.80	6.41	5.76 / 1.05	0.65	0.01
Registration Effectiveness	6.56	5.83 / 1.12	0.73	6.47	5.76 / 1.06	0.71	0.07
Campus Climate	6.49	5.76 / 1.06	0.73	6.41	5.81 / 1.04	0.60	-0.05
Academic Advising Effectiveness	6.46	5.51 / 1.26	0.95	6.35	5.53 / 1.33	0.82	-0.02
Student Centeredness	6.45	5.74 / 1.24	0.71	6.36	5.69 / 1.18	0.67	0.05
Campus Services	6.40	5.78 / 1.01	0.62	6.24	5.80 / 1.00	0.44	-0.02
Admissions and Financial Aid Effectiveness	6.34	5.44 / 1.57	0.90	6.24	5.49 / 1.27	0.75	-0.05
Safety and Security	6.33	5.76 / 1.22	0.57	6.28	5.55 / 1.18	0.73	0.21

* 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 68260 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.	6.76	5.67 / 1.29	1.09	6.63	5.80 / 1.33	0.83	-0.13
23. This institution helps me identify resources to finance my education.	6.73	5.61 / 1.65	1.12	6.33	5.40 / 1.62	0.93	0.21
28. This campus provides online access to services I need.	6.73	6.03 / 1.44	0.70	6.42	6.02 / 1.23	0.40	0.01
45. Campus item: My experiences at this college have supported my intellectual growth: acquiring knowledge, skills, ideas, analytical thinking	6.71	6.23 / 1.03	0.48				
40. There are sufficient courses within my program of study available each term.	6.67	5.77 / 1.46	0.90	6.52	5.63 / 1.50	0.89	0.14
9. I am able to register for the classes I need with few conflicts.	6.64	5.45 / 1.82	1.19	6.55	5.72 / 1.44	0.83	-0.27
48. Campus item: The instructor & curriculum have worked together to provide current information that challenged and engaged me.	6.63	5.83 / 1.28	0.80				
27. Tutoring services are readily available.	6.62	5.70 / 1.62	0.92	6.19	5.82 / 1.39	0.37	-0.12
38. Most classes deal with practical experiences and applications.	6.62	5.71 / 1.30	0.91	6.35	5.76 / 1.30	0.59	-0.05
2. Classes are scheduled at times that are convenient for me.	6.61	5.70 / 1.35	0.91	6.54	5.67 / 1.40	0.87	0.03
12. Faculty are fair and unbiased in their treatment of individual students.	6.61	5.91 / 1.43	0.70	6.46	5.77 / 1.44	0.69	0.14
36. Tuition paid is a worthwhile investment.	6.61	5.62 / 1.62	0.99	6.54	5.82 / 1.41	0.72	-0.20
14. My academic advisor is knowledgeable about my program requirements.	6.60	5.56 / 1.53	1.04	6.51	5.76 / 1.53	0.75	-0.20
19. Registration processes and procedures are convenient.	6.60	6.12 / 1.33	0.48	6.45	5.83 / 1.37	0.62	0.29

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National Group Means are based on 68260 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	
13. The campus is safe and secure for all students.	6.59	5.86 / 1.26	0.73	6.54	6.04 / 1.19	0.50	-0.18
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.59	5.66 / 1.58	0.93	6.33	5.46 / 1.60	0.87	0.20
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.58	5.71 / 1.45	0.87	6.42	5.95 / 1.30	0.47	-0.24
47. Campus item: Most classes connect course materials with students' further study (transfer) and/or career objectives.	6.58	5.82 / 1.25	0.76				
18. Computer labs are adequate and accessible.	6.56	6.05 / 1.32	0.51	6.35	5.99 / 1.30	0.36	0.06
20. Students are made to feel welcome here.	6.56	6.33 / 1.13	0.23	6.44	6.00 / 1.28	0.44	0.33
25. Faculty provide timely feedback about my academic progress.	6.55	5.62 / 1.45	0.93	6.45	5.58 / 1.46	0.87	0.04
54. Future career opportunities as factor in decision to enroll.	6.54			6.43			
1. The campus staff are caring and helpful.	6.52	5.85 / 1.30	0.67	6.41	5.84 / 1.27	0.57	0.01
16. My advisor helps me apply my program of study to career goals.	6.49	5.50 / 1.54	0.99	6.35	5.54 / 1.63	0.81	-0.04
15. Financial aid counseling is available if I need it.	6.46	5.48 / 1.76	0.98	6.28	5.66 / 1.49	0.62	-0.18
32. I am able to take care of college-related business at times that are convenient for me.	6.44	5.89 / 1.53	0.55	6.40	5.73 / 1.38	0.67	0.16
24. The equipment in the lab facilities is kept up to date.	6.43	5.39 / 1.50	1.04	6.35	5.74 / 1.39	0.61	-0.35
29. There are convenient ways of paying my school bill.	6.43	6.10 / 1.45	0.33	6.38	5.87 / 1.37	0.51	0.23
39. On the whole, the campus is well-maintained.	6.42	5.89 / 1.22	0.53	6.36	6.08 / 1.20	0.28	-0.19

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National Group Means are based on 68260 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	
44. Campus item: My instructors encourage regular attendance, completion of assignments on-time, and effective participation in discussions.	6.42	6.33 / 0.97	0.09				
50. Campus item: Faculty and staff at this college encourage and value individual differences and diversity.	6.42	6.16 / 1.46	0.26				
35. I receive ongoing feedback about progress toward my academic goals.	6.38	5.13 / 1.68	1.25	6.31	5.32 / 1.62	0.99	-0.19
37. I seldom get the "run-around" when seeking information on this campus.	6.38	5.35 / 1.65	1.03	6.29	5.36 / 1.66	0.93	-0.01
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.36	5.71 / 1.30	0.65	6.14	5.45 / 1.51	0.69	0.26
3. My academic advisor is available when I need help.	6.30	5.70 / 1.49	0.60	6.25	5.57 / 1.56	0.68	0.13
21. The amount of student parking space on campus is adequate.	6.29	6.06 / 1.44	0.23	6.31	5.00 / 1.91	1.31	1.06 **
33. Administrators are available to hear students' concerns.	6.29	5.23 / 1.87	1.06	6.29	5.50 / 1.55	0.79	-0.27
26. There are adequate services to help me decide upon a career.	6.27	5.57 / 1.48	0.70	6.28	5.54 / 1.46	0.74	0.03
11. Counseling services are available if I need them.	6.26	5.83 / 1.58	0.43	5.96	5.62 / 1.42	0.34	0.21
42. Campus item: My experiences at this college have helped improve my problem solving and computational skills.	6.26	6.10 / 0.97	0.16				
5. Financial aid awards are announced in time to be helpful in college planning.	6.25	5.23 / 1.87	1.02	6.29	5.40 / 1.63	0.89	-0.17
10. Parking lots are well-lighted and secure.	6.24	5.79 / 1.59	0.45	6.14	5.62 / 1.49	0.52	0.17
51. Cost as factor in decision to enroll.	6.23			6.51			

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National Group Means are based on 68260 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	
30. The assessment and course placement procedures are reasonable.	6.21	5.82 / 1.21	0.39	6.26	5.70 / 1.35	0.56	0.12
31. Faculty use a variety of technology and media in the classroom.	6.16	6.00 / 1.17	0.16	6.05	5.83 / 1.28	0.22	0.17
41. Campus item: My experiences at this college have helped improve my communication skills: listening, speaking, reading, writing.	6.16	6.31 / 0.92	-0.15				
46. Campus item: My experiences at this college have supported my social growth: understanding and adapting to others and their views.	6.16	6.26 / 1.11	-0.10				
4. Security staff respond quickly to calls for assistance.	6.15	5.05 / 1.54	1.10	6.11	5.52 / 1.43	0.59	-0.47
43. Campus item: My experiences at this college have helped improve my skills in group decision-making and problem solving in a diverse world.	6.15	6.10 / 1.02	0.05				
6. Library resources and services are adequate.	6.12	5.80 / 1.19	0.32	6.14	5.92 / 1.25	0.22	-0.12
52. Financial assistance as factor in decision to enroll.	6.06			6.27			
7. Admissions staff provide personalized attention prior to enrollment.	6.03	5.24 / 1.62	0.79	6.14	5.52 / 1.50	0.62	-0.28
53. Academic reputation as factor in decision to enroll.	6.00			6.12			
49. Campus item: I have engaged in activities and/or participated in organizations on campus that matched my interests.	5.93	5.53 / 1.87	0.40				
57. Information on the campus Web site as factor in decision to enroll.	5.92			5.86			
56. Distance from campus as factor in decision to enroll.	5.71			6.15			

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National Group Means are based on 68260 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	
55. Personal recommendations as factor in decision to enroll.	5.65			5.91			
58. Campus visits as factor in decision to enroll.	5.39			5.43			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 68260 records.

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	6.46	5.51 / 1.26	0.95	6.35	5.53 / 1.33	0.82	-0.02
3. My academic advisor is available when I need help.	6.30	5.70 / 1.49	0.60	6.25	5.57 / 1.56	0.68	0.13
14. My academic advisor is knowledgeable about my program requirements.	6.60	5.56 / 1.53	1.04	6.51	5.76 / 1.53	0.75	-0.20
16. My advisor helps me apply my program of study to career goals.	6.49	5.50 / 1.54	0.99	6.35	5.54 / 1.63	0.81	-0.04
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.59	5.66 / 1.58	0.93	6.33	5.46 / 1.60	0.87	0.20
35. I receive ongoing feedback about progress toward my academic goals.	6.38	5.13 / 1.68	1.25	6.31	5.32 / 1.62	0.99	-0.19

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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	6.34	5.44 / 1.57	0.90	6.24	5.49 / 1.27	0.75	-0.05
5. Financial aid awards are announced in time to be helpful in college planning.	6.25	5.23 / 1.87	1.02	6.29	5.40 / 1.63	0.89	-0.17
7. Admissions staff provide personalized attention prior to enrollment.	6.03	5.24 / 1.62	0.79	6.14	5.52 / 1.50	0.62	-0.28
15. Financial aid counseling is available if I need it.	6.46	5.48 / 1.76	0.98	6.28	5.66 / 1.49	0.62	-0.18
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.36	5.71 / 1.30	0.65	6.14	5.45 / 1.51	0.69	0.26
23. This institution helps me identify resources to finance my education.	6.73	5.61 / 1.65	1.12	6.33	5.40 / 1.62	0.93	0.21

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

National Group Means are based on 68260 records.

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	6.49	5.76 / 1.06	0.73	6.41	5.81 / 1.04	0.60	-0.05
1. The campus staff are caring and helpful.	6.52	5.85 / 1.30	0.67	6.41	5.84 / 1.27	0.57	0.01
13. The campus is safe and secure for all students.	6.59	5.86 / 1.26	0.73	6.54	6.04 / 1.19	0.50	-0.18
20. Students are made to feel welcome here.	6.56	6.33 / 1.13	0.23	6.44	6.00 / 1.28	0.44	0.33
33. Administrators are available to hear students' concerns.	6.29	5.23 / 1.87	1.06	6.29	5.50 / 1.55	0.79	-0.27
36. Tuition paid is a worthwhile investment.	6.61	5.62 / 1.62	0.99	6.54	5.82 / 1.41	0.72	-0.20
37. I seldom get the "run-around" when seeking information on this campus.	6.38	5.35 / 1.65	1.03	6.29	5.36 / 1.66	0.93	-0.01
39. On the whole, the campus is well-maintained.	6.42	5.89 / 1.22	0.53	6.36	6.08 / 1.20	0.28	-0.19

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

National Group Means are based on 68260 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	6.40	5.78 / 1.01	0.62	6.24	5.80 / 1.00	0.44	-0.02
6. Library resources and services are adequate.	6.12	5.80 / 1.19	0.32	6.14	5.92 / 1.25	0.22	-0.12
11. Counseling services are available if I need them.	6.26	5.83 / 1.58	0.43	5.96	5.62 / 1.42	0.34	0.21
18. Computer labs are adequate and accessible.	6.56	6.05 / 1.32	0.51	6.35	5.99 / 1.30	0.36	0.06
24. The equipment in the lab facilities is kept up to date.	6.43	5.39 / 1.50	1.04	6.35	5.74 / 1.39	0.61	-0.35
26. There are adequate services to help me decide upon a career.	6.27	5.57 / 1.48	0.70	6.28	5.54 / 1.46	0.74	0.03
27. Tutoring services are readily available.	6.62	5.70 / 1.62	0.92	6.19	5.82 / 1.39	0.37	-0.12
28. This campus provides online access to services I need.	6.73	6.03 / 1.44	0.70	6.42	6.02 / 1.23	0.40	0.01
30. The assessment and course placement procedures are reasonable.	6.21	5.82 / 1.21	0.39	6.26	5.70 / 1.35	0.56	0.12

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

National Group Means are based on 68260 records.

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	6.57	5.77 / 0.96	0.80	6.41	5.76 / 1.05	0.65	0.01
8. The quality of instruction I receive in most of my classes is excellent.	6.76	5.67 / 1.29	1.09	6.63	5.80 / 1.33	0.83	-0.13
12. Faculty are fair and unbiased in their treatment of individual students.	6.61	5.91 / 1.43	0.70	6.46	5.77 / 1.44	0.69	0.14
25. Faculty provide timely feedback about my academic progress.	6.55	5.62 / 1.45	0.93	6.45	5.58 / 1.46	0.87	0.04
31. Faculty use a variety of technology and media in the classroom.	6.16	6.00 / 1.17	0.16	6.05	5.83 / 1.28	0.22	0.17
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.58	5.71 / 1.45	0.87	6.42	5.95 / 1.30	0.47	-0.24
38. Most classes deal with practical experiences and applications.	6.62	5.71 / 1.30	0.91	6.35	5.76 / 1.30	0.59	-0.05
40. There are sufficient courses within my program of study available each term.	6.67	5.77 / 1.46	0.90	6.52	5.63 / 1.50	0.89	0.14

* 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 68260 records.

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	6.56	5.83 / 1.12	0.73	6.47	5.76 / 1.06	0.71	0.07
2. Classes are scheduled at times that are convenient for me.	6.61	5.70 / 1.35	0.91	6.54	5.67 / 1.40	0.87	0.03
9. I am able to register for the classes I need with few conflicts.	6.64	5.45 / 1.82	1.19	6.55	5.72 / 1.44	0.83	-0.27
19. Registration processes and procedures are convenient.	6.60	6.12 / 1.33	0.48	6.45	5.83 / 1.37	0.62	0.29
29. There are convenient ways of paying my school bill.	6.43	6.10 / 1.45	0.33	6.38	5.87 / 1.37	0.51	0.23
32. I am able to take care of college-related business at times that are convenient for me.	6.44	5.89 / 1.53	0.55	6.40	5.73 / 1.38	0.67	0.16

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

National Group Means are based on 68260 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	6.33	5.76 / 1.22	0.57	6.28	5.55 / 1.18	0.73	0.21
4. Security staff respond quickly to calls for assistance.	6.15	5.05 / 1.54	1.10	6.11	5.52 / 1.43	0.59	-0.47
10. Parking lots are well-lighted and secure.	6.24	5.79 / 1.59	0.45	6.14	5.62 / 1.49	0.52	0.17
13. The campus is safe and secure for all students.	6.59	5.86 / 1.26	0.73	6.54	6.04 / 1.19	0.50	-0.18
21. The amount of student parking space on campus is adequate.	6.29	6.06 / 1.44	0.23	6.31	5.00 / 1.91	1.31	1.06 **

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National Group Means are based on 68260 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	6.45	5.74 / 1.24	0.71	6.36	5.69 / 1.18	0.67	0.05
1. The campus staff are caring and helpful.	6.52	5.85 / 1.30	0.67	6.41	5.84 / 1.27	0.57	0.01
20. Students are made to feel welcome here.	6.56	6.33 / 1.13	0.23	6.44	6.00 / 1.28	0.44	0.33
33. Administrators are available to hear students' concerns.	6.29	5.23 / 1.87	1.06	6.29	5.50 / 1.55	0.79	-0.27
37. I seldom get the "run-around" when seeking information on this campus.	6.38	5.35 / 1.65	1.03	6.29	5.36 / 1.66	0.93	-0.01

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National Group Means are based on 68260 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	
1. The campus staff are caring and helpful.	6.52	5.85 / 1.30	0.67	6.41	5.84 / 1.27	0.57	0.01
2. Classes are scheduled at times that are convenient for me.	6.61	5.70 / 1.35	0.91	6.54	5.67 / 1.40	0.87	0.03
3. My academic advisor is available when I need help.	6.30	5.70 / 1.49	0.60	6.25	5.57 / 1.56	0.68	0.13
4. Security staff respond quickly to calls for assistance.	6.15	5.05 / 1.54	1.10	6.11	5.52 / 1.43	0.59	-0.47
5. Financial aid awards are announced in time to be helpful in college planning.	6.25	5.23 / 1.87	1.02	6.29	5.40 / 1.63	0.89	-0.17
6. Library resources and services are adequate.	6.12	5.80 / 1.19	0.32	6.14	5.92 / 1.25	0.22	-0.12
7. Admissions staff provide personalized attention prior to enrollment.	6.03	5.24 / 1.62	0.79	6.14	5.52 / 1.50	0.62	-0.28
8. The quality of instruction I receive in most of my classes is excellent.	6.76	5.67 / 1.29	1.09	6.63	5.80 / 1.33	0.83	-0.13
9. I am able to register for the classes I need with few conflicts.	6.64	5.45 / 1.82	1.19	6.55	5.72 / 1.44	0.83	-0.27
10. Parking lots are well-lighted and secure.	6.24	5.79 / 1.59	0.45	6.14	5.62 / 1.49	0.52	0.17
11. Counseling services are available if I need them.	6.26	5.83 / 1.58	0.43	5.96	5.62 / 1.42	0.34	0.21
12. Faculty are fair and unbiased in their treatment of individual students.	6.61	5.91 / 1.43	0.70	6.46	5.77 / 1.44	0.69	0.14
13. The campus is safe and secure for all students.	6.59	5.86 / 1.26	0.73	6.54	6.04 / 1.19	0.50	-0.18
14. My academic advisor is knowledgeable about my program requirements.	6.60	5.56 / 1.53	1.04	6.51	5.76 / 1.53	0.75	-0.20
15. Financial aid counseling is available if I need it.	6.46	5.48 / 1.76	0.98	6.28	5.66 / 1.49	0.62	-0.18

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National Group Means are based on 68260 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	
16. My advisor helps me apply my program of study to career goals.	6.49	5.50 / 1.54	0.99	6.35	5.54 / 1.63	0.81	-0.04
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.36	5.71 / 1.30	0.65	6.14	5.45 / 1.51	0.69	0.26
18. Computer labs are adequate and accessible.	6.56	6.05 / 1.32	0.51	6.35	5.99 / 1.30	0.36	0.06
19. Registration processes and procedures are convenient.	6.60	6.12 / 1.33	0.48	6.45	5.83 / 1.37	0.62	0.29
20. Students are made to feel welcome here.	6.56	6.33 / 1.13	0.23	6.44	6.00 / 1.28	0.44	0.33
21. The amount of student parking space on campus is adequate.	6.29	6.06 / 1.44	0.23	6.31	5.00 / 1.91	1.31	1.06 **
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.59	5.66 / 1.58	0.93	6.33	5.46 / 1.60	0.87	0.20
23. This institution helps me identify resources to finance my education.	6.73	5.61 / 1.65	1.12	6.33	5.40 / 1.62	0.93	0.21
24. The equipment in the lab facilities is kept up to date.	6.43	5.39 / 1.50	1.04	6.35	5.74 / 1.39	0.61	-0.35
25. Faculty provide timely feedback about my academic progress.	6.55	5.62 / 1.45	0.93	6.45	5.58 / 1.46	0.87	0.04
26. There are adequate services to help me decide upon a career.	6.27	5.57 / 1.48	0.70	6.28	5.54 / 1.46	0.74	0.03
27. Tutoring services are readily available.	6.62	5.70 / 1.62	0.92	6.19	5.82 / 1.39	0.37	-0.12
28. This campus provides online access to services I need.	6.73	6.03 / 1.44	0.70	6.42	6.02 / 1.23	0.40	0.01
29. There are convenient ways of paying my school bill.	6.43	6.10 / 1.45	0.33	6.38	5.87 / 1.37	0.51	0.23
30. The assessment and course placement procedures are reasonable.	6.21	5.82 / 1.21	0.39	6.26	5.70 / 1.35	0.56	0.12

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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	
31. Faculty use a variety of technology and media in the classroom.	6.16	6.00 / 1.17	0.16	6.05	5.83 / 1.28	0.22	0.17
32. I am able to take care of college-related business at times that are convenient for me.	6.44	5.89 / 1.53	0.55	6.40	5.73 / 1.38	0.67	0.16
33. Administrators are available to hear students' concerns.	6.29	5.23 / 1.87	1.06	6.29	5.50 / 1.55	0.79	-0.27
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.58	5.71 / 1.45	0.87	6.42	5.95 / 1.30	0.47	-0.24
35. I receive ongoing feedback about progress toward my academic goals.	6.38	5.13 / 1.68	1.25	6.31	5.32 / 1.62	0.99	-0.19
36. Tuition paid is a worthwhile investment.	6.61	5.62 / 1.62	0.99	6.54	5.82 / 1.41	0.72	-0.20
37. I seldom get the "run-around" when seeking information on this campus.	6.38	5.35 / 1.65	1.03	6.29	5.36 / 1.66	0.93	-0.01
38. Most classes deal with practical experiences and applications.	6.62	5.71 / 1.30	0.91	6.35	5.76 / 1.30	0.59	-0.05
39. On the whole, the campus is well-maintained.	6.42	5.89 / 1.22	0.53	6.36	6.08 / 1.20	0.28	-0.19
40. There are sufficient courses within my program of study available each term.	6.67	5.77 / 1.46	0.90	6.52	5.63 / 1.50	0.89	0.14
41. Campus item: My experiences at this college have helped improve my communication skills: listening, speaking, reading, writing.	6.16	6.31 / 0.92	-0.15				
42. Campus item: My experiences at this college have helped improve my problem solving and computational skills.	6.26	6.10 / 0.97	0.16				
43. Campus item: My experiences at this college have helped improve my skills in group decision-making and problem solving in a diverse world.	6.15	6.10 / 1.02	0.05				

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National Group Means are based on 68260 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	
44. Campus item: My instructors encourage regular attendance, completion of assignments on-time, and effective participation in discussions.	6.42	6.33 / 0.97	0.09				
45. Campus item: My experiences at this college have supported my intellectual growth: acquiring knowledge, skills, ideas, analytical thinking	6.71	6.23 / 1.03	0.48				
46. Campus item: My experiences at this college have supported my social growth: understanding and adapting to others and their views.	6.16	6.26 / 1.11	-0.10				
47. Campus item: Most classes connect course materials with students' further study (transfer) and/or career objectives.	6.58	5.82 / 1.25	0.76				
48. Campus item: The instructor & curriculum have worked together to provide current information that challenged and engaged me.	6.63	5.83 / 1.28	0.80				
49. Campus item: I have engaged in activities and/or participated in organizations on campus that matched my interests.	5.93	5.53 / 1.87	0.40				
50. Campus item: Faculty and staff at this college encourage and value individual differences and diversity.	6.42	6.16 / 1.46	0.26				
51. Cost as factor in decision to enroll.	6.23			6.51			
52. Financial assistance as factor in decision to enroll.	6.06			6.27			
53. Academic reputation as factor in decision to enroll.	6.00			6.12			
54. Future career opportunities as factor in decision to enroll.	6.54			6.43			
55. Personal recommendations as factor in decision to enroll.	5.65			5.91			
56. Distance from campus as factor in decision to enroll.	5.71			6.15			

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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.	5.92			5.86			
58. Campus visits as factor in decision to enroll.	5.39			5.43			

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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: 5.27 0% 0% 2% 36% 19% 14% 26%	Average: 4.93 1% 1% 6% 33% 26% 13% 17%	0.34
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: 5.73 0% 4% 2% 4% 17% 43% 26%	Average: 5.59 1% 2% 5% 10% 14% 42% 23%	0.14
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 6.02 2% 2% 0% 9% 7% 26% 51%	Average: 5.82 2% 3% 3% 7% 9% 30% 42%	0.20