

Demographics

Gender	N	%	Class Level	N	%
Female	592	70.73%	1 year or less	278	33.94%
Male	245	29.27%	2 years	301	36.75%
Total	837	100.00%	3 years	133	16.24%
No Response	96		4 or more years	107	13.06%
			Total	819	100.00%
			No Response	114	
Age	N	%	Current GPA	N	%
18 and under	126	15.04%	No credits earned	23	2.82%
19 to 24	415	49.52%	1.99 or below	19	2.33%
25 to 34	144	17.18%	2.0 - 2.49	66	8.10%
35 to 44	80	9.55%	2.5 - 2.99	119	14.60%
45 and over	73	8.71%	3.0 - 3.49	234	28.71%
Total	838	100.00%	3.5 or above	354	43.44%
No Response	95		Total	815	100.00%
			No Response	118	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	84	10.04%	Associate degree	492	60.22%
American Indian or Alaskan Native	7	0.84%	Vocational/technical program	6	0.73%
Asian or Pacific Islander	11	1.31%	Transfer to another institution	231	28.27%
Caucasian/White	657	78.49%	Certification (initial / renewal)	27	3.30%
Hispanic	31	3.70%	Self-improvement/pleasure	12	1.47%
Other race	15	1.79%	Job-related training	9	1.10%
Race - Prefer not to respond	32	3.82%	Other educational goal	40	4.90%
Total	837	100.00%	Total	817	100.00%
No Response	96		No Response	116	
Current Enrollment Status	N	%	Employment	N	%
Day	606	74.91%	Full-time off campus	242	29.48%
Evening	196	24.23%	Part-time off campus	285	34.71%
Weekend	7	0.87%	Full-time on campus	16	1.95%
Total	809	100.00%	Part-time on campus	43	5.24%
No Response	124		Not employed	235	28.62%
			Total	821	100.00%
Current Class Load	N	%	No Response	112	
Full-time	462	56.20%			
Part-time	360	43.80%			
Total	822	100.00%			
No Response	111				

Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	49	6.04%	Campus item 2 - Answer 1	0	0%
Own house	242	29.84%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	130	16.03%	Campus item 2 - Answer 3	0	0%
Parent's home	325	40.07%	Campus item 2 - Answer 4	0	0%
Other residence	65	8.01%	Campus item 2 - Answer 5	0	0%
Total	811	100.00%	Campus item 2 - Answer 6	0	0%
No Response	122		Total	0	100.00%
			No Response	933	
Residence Classification					
	N	%			
In-state	783	96.31%			
Out-of-state	22	2.71%			
International (not U.S. citizen)	8	0.98%			
Total	813	100.00%			
No Response	120				
Disabilities					
	N	%			
Yes - Disability	50	6.12%			
No - Disability	767	93.88%			
Total	817	100.00%			
No Response	116				
Institution Was My					
	N	%			
1st choice	556	67.64%			
2nd choice	180	21.90%			
3rd choice or lower	86	10.46%			
Total	822	100.00%			
No Response	111				
Institution Question					
	N	%			
Campus item - Answer 1	0	0%			
Campus item - Answer 2	0	0%			
Campus item - Answer 3	0	0%			
Campus item - Answer 4	0	0%			
Campus item - Answer 5	0	0%			
Campus item - Answer 6	0	0%			
Total	0	100.00%			
No Response	933				

Strategic Planning Overview

Strengths and Challenges

Strengths

- 70. I am able to experience intellectual growth here.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 66. Program requirements are clear and reasonable.
- 31. The campus is safe and secure for all students.
- 69. There is a good variety of courses provided on this campus.
- 6. My academic advisor is approachable.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 36. Students are made to feel welcome on this campus.
- 61. Faculty are usually available after class and during office hours.
- 27. The campus staff are caring and helpful.
- 68. On the whole, the campus is well-maintained.
- 42. The equipment in the lab facilities is kept up to date.
- 43. Class change (drop/add) policies are reasonable.
- 14. Library resources and services are adequate.

Challenges

- 15. I am able to register for classes I need with few conflicts.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 32. My academic advisor is knowledgeable about my program requirements.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 8. Classes are scheduled at times that are convenient for me.
- 46. Faculty provide timely feedback about student progress in a course.
- 52. This school does whatever it can to help me reach my educational goals.
- 23. Faculty are understanding of students' unique life circumstances.
- 7. Adequate financial aid is available for most students.
- 16. The college shows concern for students as individuals.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 37. Faculty take into consideration student differences as they teach a course.
- 54. Faculty are interested in my academic problems.
- 65. Students are notified early in the term if they are doing poorly in a class.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Community Colleges

- 6. My academic advisor is approachable.
- 23. Faculty are understanding of students' unique life circumstances.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 25. My academic advisor is concerned about my success as an individual.
- 27. The campus staff are caring and helpful.
- 48. Counseling staff care about students as individuals.
- 43. Class change (drop/add) policies are reasonable.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.

Lower Satisfaction vs. National Community Colleges

- 69. There is a good variety of courses provided on this campus.
- 8. Classes are scheduled at times that are convenient for me.
- 51. There are convenient ways of paying my school bill.
- 52. This school does whatever it can to help me reach my educational goals.

Higher Importance vs. National Community Colleges

- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 48. Counseling staff care about students as individuals.
- 55. Academic support services adequately meet the needs of students.

Institutional Summary

Scales: In Order of Importance

Scale	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.38	5.56 / 1.24	0.82	6.29	5.54 / 1.12	0.75	0.02
Academic Advising/Counseling	6.36	5.46 / 1.47	0.90	6.26	5.36 / 1.39	0.90	0.10 *
Registration Effectiveness	6.34	5.60 / 1.13	0.74	6.26	5.57 / 1.07	0.69	0.03
Concern for the Individual	6.32	5.49 / 1.34	0.83	6.20	5.37 / 1.27	0.83	0.12 **
Admissions and Financial Aid	6.26	5.44 / 1.36	0.82	6.18	5.34 / 1.28	0.84	0.10 *
Academic Services	6.25	5.68 / 1.14	0.57	6.16	5.67 / 1.07	0.49	0.01
Student Centeredness	6.20	5.53 / 1.32	0.67	6.10	5.51 / 1.19	0.59	0.02
Campus Climate	6.19	5.45 / 1.27	0.74	6.10	5.46 / 1.13	0.64	-0.01
Safety and Security	6.18	5.64 / 1.21	0.54	6.14	5.30 / 1.21	0.84	0.34 ***
Service Excellence	6.18	5.49 / 1.23	0.69	6.08	5.44 / 1.13	0.64	0.05
Campus Support Services	5.84	5.37 / 1.37	0.47	5.65	5.17 / 1.26	0.48	0.20 ***
Responsiveness to Diverse Populations		5.71 / 1.37			5.63 / 1.28		0.08

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

National Group Means are based on 192106 records.

Institutional Summary

Items: In Order of Importance

Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
15. I am able to register for classes I need with few conflicts.	6.53	5.54 / 1.65	0.99	6.43	5.53 / 1.54	0.90	0.01
18. The quality of instruction I receive in most of my classes is excellent.	6.52	5.62 / 1.42	0.90	6.49	5.64 / 1.38	0.85	-0.02
70. I am able to experience intellectual growth here.	6.52	5.79 / 1.47	0.73	6.42	5.86 / 1.31	0.56	-0.07
32. My academic advisor is knowledgeable about my program requirements.	6.48	5.49 / 1.78	0.99	6.39	5.52 / 1.66	0.87	-0.03
58. Nearly all of the faculty are knowledgeable in their fields.	6.48	5.81 / 1.40	0.67	6.42	5.79 / 1.33	0.63	0.02
66. Program requirements are clear and reasonable.	6.46	5.68 / 1.49	0.78	6.37	5.66 / 1.41	0.71	0.02
31. The campus is safe and secure for all students.	6.45	5.84 / 1.38	0.61	6.41	5.79 / 1.30	0.62	0.05
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.45	5.38 / 1.74	1.07	6.26	5.28 / 1.68	0.98	0.10
69. There is a good variety of courses provided on this campus.	6.44	5.63 / 1.54	0.81	6.37	5.76 / 1.39	0.61	-0.13 **
8. Classes are scheduled at times that are convenient for me.	6.43	5.40 / 1.57	1.03	6.47	5.55 / 1.51	0.92	-0.15 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.58 / 1.59	0.82	6.33	5.53 / 1.50	0.80	0.05
46. Faculty provide timely feedback about student progress in a course.	6.40	5.41 / 1.60	0.99	6.31	5.41 / 1.52	0.90	0.00
6. My academic advisor is approachable.	6.38	5.69 / 1.66	0.69	6.32	5.52 / 1.65	0.80	0.17 **
51. There are convenient ways of paying my school bill.	6.38	5.54 / 1.61	0.84	6.26	5.65 / 1.45	0.61	-0.11 *
52. This school does whatever it can to help me reach my educational goals.	6.36	5.25 / 1.70	1.11	6.31	5.39 / 1.52	0.92	-0.14 *

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Institutional Summary

Items: In Order of Importance

Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
23. Faculty are understanding of students' unique life circumstances.	6.35	5.49 / 1.63	0.86	6.24	5.37 / 1.55	0.87	0.12 *
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.35	5.68 / 1.47	0.67	6.27	5.56 / 1.46	0.71	0.12 *
36. Students are made to feel welcome on this campus.	6.35	5.77 / 1.43	0.58	6.26	5.73 / 1.36	0.53	0.04
41. Admissions staff are knowledgeable.	6.35	5.55 / 1.58	0.80	6.27	5.54 / 1.46	0.73	0.01
61. Faculty are usually available after class and during office hours.	6.34	5.75 / 1.43	0.59	6.28	5.74 / 1.37	0.54	0.01
25. My academic advisor is concerned about my success as an individual.	6.33	5.48 / 1.71	0.85	6.22	5.22 / 1.74	1.00	0.26 ***
7. Adequate financial aid is available for most students.	6.32	5.31 / 1.71	1.01	6.31	5.40 / 1.67	0.91	-0.09
27. The campus staff are caring and helpful.	6.32	5.76 / 1.37	0.56	6.18	5.62 / 1.34	0.56	0.14 **
48. Counseling staff care about students as individuals.	6.32	5.56 / 1.58	0.76	6.16	5.39 / 1.55	0.77	0.17 **
60. Billing policies are reasonable.	6.32	5.55 / 1.54	0.77	6.18	5.52 / 1.45	0.66	0.03
68. On the whole, the campus is well-maintained.	6.32	5.99 / 1.26	0.33	6.27	5.93 / 1.28	0.34	0.06
16. The college shows concern for students as individuals.	6.31	5.27 / 1.70	1.04	6.19	5.24 / 1.59	0.95	0.03
42. The equipment in the lab facilities is kept up to date.	6.31	5.63 / 1.48	0.68	6.23	5.58 / 1.43	0.65	0.05
43. Class change (drop/add) policies are reasonable.	6.30	5.78 / 1.43	0.52	6.20	5.63 / 1.45	0.57	0.15 **
55. Academic support services adequately meet the needs of students.	6.30	5.53 / 1.52	0.77	6.14	5.45 / 1.42	0.69	0.08

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Institutional Summary

Items: In Order of Importance

Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	5.41 / 1.63	0.88	6.21	5.17 / 1.70	1.04	0.24 ***
14. Library resources and services are adequate.	6.29	5.86 / 1.34	0.43	6.20	5.80 / 1.32	0.40	0.06
37. Faculty take into consideration student differences as they teach a course.	6.29	5.37 / 1.57	0.92	6.16	5.33 / 1.50	0.83	0.04
54. Faculty are interested in my academic problems.	6.29	5.40 / 1.61	0.89	6.14	5.32 / 1.53	0.82	0.08
65. Students are notified early in the term if they are doing poorly in a class.	6.28	5.15 / 1.76	1.13	6.24	5.08 / 1.75	1.16	0.07
28. It is an enjoyable experience to be a student on this campus.	6.27	5.52 / 1.64	0.75	6.23	5.61 / 1.45	0.62	-0.09
47. There are adequate services to help me decide upon a career.	6.27	5.42 / 1.59	0.85	6.16	5.36 / 1.52	0.80	0.06
87. Cost as factor in decision to enroll.	6.27			6.36			
2. Faculty care about me as an individual.	6.26	5.55 / 1.47	0.71	6.09	5.46 / 1.46	0.63	0.09
5. The personnel involved in registration are helpful.	6.26	5.40 / 1.74	0.86	6.26	5.45 / 1.59	0.81	-0.05
20. Financial aid counselors are helpful.	6.26	5.40 / 1.67	0.86	6.22	5.24 / 1.70	0.98	0.16 *
24. Parking lots are well-lighted and secure.	6.26	5.84 / 1.31	0.42	6.18	5.39 / 1.59	0.79	0.45 ***
56. The business office is open during hours which are convenient for most students.	6.26	5.59 / 1.46	0.67	6.13	5.55 / 1.43	0.58	0.04
64. Nearly all classes deal with practical experiences and applications.	6.26	5.48 / 1.51	0.78	6.18	5.54 / 1.39	0.64	-0.06
63. I seldom get the "run-around" when seeking information on this campus.	6.25	5.21 / 1.77	1.04	6.14	5.20 / 1.68	0.94	0.01

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Institutional Summary

Items: In Order of Importance

Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
34. Computer labs are adequate and accessible.	6.24	5.75 / 1.44	0.49	6.26	5.79 / 1.38	0.47	-0.04
50. Tutoring services are readily available.	6.24	5.61 / 1.56	0.63	6.14	5.65 / 1.44	0.49	-0.04
62. Bookstore staff are helpful.	6.24	5.93 / 1.37	0.31	6.12	5.72 / 1.44	0.40	0.21 ***
57. Administrators are approachable to students.	6.23	5.55 / 1.53	0.68	6.15	5.47 / 1.49	0.68	0.08
53. The assessment and course placement procedures are reasonable.	6.22	5.55 / 1.52	0.67	6.15	5.51 / 1.43	0.64	0.04
21. There are a sufficient number of study areas on campus.	6.21	5.55 / 1.59	0.66	6.11	5.65 / 1.46	0.46	-0.10
22. People on this campus respect and are supportive of each other.	6.21	5.38 / 1.60	0.83	6.09	5.48 / 1.41	0.61	-0.10 *
11. Security staff respond quickly in emergencies.	6.20	5.41 / 1.65	0.79	6.09	5.24 / 1.49	0.85	0.17 *
12. My academic advisor helps me set goals to work toward.	6.20	5.37 / 1.80	0.83	6.13	5.18 / 1.76	0.95	0.19 **
39. The amount of student parking space on campus is adequate.	6.20	5.58 / 1.68	0.62	6.22	4.78 / 1.95	1.44	0.80 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.20	5.45 / 1.59	0.75	6.10	5.36 / 1.50	0.74	0.09
30. The career services office provides students with the help they need to get a job.	6.18	5.27 / 1.62	0.91	6.04	5.19 / 1.52	0.85	0.08
67. Channels for expressing student complaints are readily available.	6.18	5.00 / 1.86	1.18	6.04	5.03 / 1.70	1.01	-0.03
26. Library staff are helpful and approachable.	6.17	5.86 / 1.34	0.31	6.07	5.75 / 1.36	0.32	0.11 *
88. Financial aid as factor in decision to enroll.	6.17			6.11			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 192106 records.

Institutional Summary

Items: In Order of Importance

Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
3. The quality of instruction in the vocational/technical programs is excellent.	6.15	5.44 / 1.40	0.71	6.17	5.49 / 1.38	0.68	-0.05
45. This institution has a good reputation within the community.	6.14	5.49 / 1.63	0.65	6.14	5.73 / 1.38	0.41	-0.24 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.50 / 1.57	0.62	5.94	5.33 / 1.48	0.61	0.17 **
9. Internships or practical experiences are provided in my degree/certificate program.	6.08	5.14 / 1.76	0.94	6.03	5.14 / 1.63	0.89	0.00
59. New student orientation services help students adjust to college.	6.03	5.46 / 1.62	0.57	5.94	5.41 / 1.53	0.53	0.05
38. The student center is a comfortable place for students to spend their leisure time.	5.97	5.48 / 1.54	0.49	5.83	5.45 / 1.47	0.38	0.03
89. Academic reputation as factor in decision to enroll.	5.85			5.94			
4. Security staff are helpful.	5.79	5.39 / 1.63	0.40	5.77	5.26 / 1.56	0.51	0.13 *
1. Most students feel a sense of belonging here.	5.78	5.34 / 1.48	0.44	5.64	5.40 / 1.41	0.24	-0.06
19. This campus provides effective support services for displaced homemakers.	5.76	5.39 / 1.58	0.37	5.36	4.96 / 1.47	0.40	0.43 ***
44. I generally know what's happening on campus.	5.73	5.33 / 1.61	0.40	5.67	5.19 / 1.56	0.48	0.14 *
93. Geographic setting as factor in decision to enroll.	5.69			5.59			
17. Personnel in the Veterans' Services program are helpful.	5.59	5.43 / 1.52	0.16	5.15	4.92 / 1.49	0.23	0.51 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.51			5.47			
94. Campus appearance as factor in decision to enroll.	5.17			5.27			

* 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 192106 records.

Institutional Summary
Items: In Order of Importance

Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
90. Size of institution as factor in decision to enroll.	5.14			5.22			
92. Recommendations from family/friends as factor in decision to enroll.	4.94			4.98			
10. Child care facilities are available on campus.	4.63	5.00 / 1.82	-0.37	4.58	4.46 / 1.78	0.12	0.54 ***
91. Opportunity to play sports as factor in decision to enroll.	3.65			3.56			
71. Campus item 1							
72. Campus item 2							
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.77 / 1.45			5.71 / 1.37		0.06
82. Institution's commitment to evening students?		5.73 / 1.41			5.59 / 1.46		0.14 *
83. Institution's commitment to older, returning learners?		5.65 / 1.58			5.69 / 1.43		-0.04
84. Institution's commitment to under-represented populations?		5.77 / 1.40			5.55 / 1.41		0.22 ***

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

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Institutional Summary
Items: In Order of Importance

Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		5.67 / 1.51			5.54 / 1.48		0.13 *
86. Institution's commitment to students with disabilities?		5.69 / 1.54			5.70 / 1.41		-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 192106 records.

Institutional Summary

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

Scale/Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.36	5.46 / 1.47	0.90	6.26	5.36 / 1.39	0.90	0.10 *
6. My academic advisor is approachable.	6.38	5.69 / 1.66	0.69	6.32	5.52 / 1.65	0.80	0.17 **
12. My academic advisor helps me set goals to work toward.	6.20	5.37 / 1.80	0.83	6.13	5.18 / 1.76	0.95	0.19 **
25. My academic advisor is concerned about my success as an individual.	6.33	5.48 / 1.71	0.85	6.22	5.22 / 1.74	1.00	0.26 ***
32. My academic advisor is knowledgeable about my program requirements.	6.48	5.49 / 1.78	0.99	6.39	5.52 / 1.66	0.87	-0.03
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.45	5.38 / 1.74	1.07	6.26	5.28 / 1.68	0.98	0.10
48. Counseling staff care about students as individuals.	6.32	5.56 / 1.58	0.76	6.16	5.39 / 1.55	0.77	0.17 **
52. This school does whatever it can to help me reach my educational goals.	6.36	5.25 / 1.70	1.11	6.31	5.39 / 1.52	0.92	-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 192106 records.

Institutional Summary

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

Scale/Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.25	5.68 / 1.14	0.57	6.16	5.67 / 1.07	0.49	0.01
14. Library resources and services are adequate.	6.29	5.86 / 1.34	0.43	6.20	5.80 / 1.32	0.40	0.06
21. There are a sufficient number of study areas on campus.	6.21	5.55 / 1.59	0.66	6.11	5.65 / 1.46	0.46	-0.10
26. Library staff are helpful and approachable.	6.17	5.86 / 1.34	0.31	6.07	5.75 / 1.36	0.32	0.11 *
34. Computer labs are adequate and accessible.	6.24	5.75 / 1.44	0.49	6.26	5.79 / 1.38	0.47	-0.04
42. The equipment in the lab facilities is kept up to date.	6.31	5.63 / 1.48	0.68	6.23	5.58 / 1.43	0.65	0.05
50. Tutoring services are readily available.	6.24	5.61 / 1.56	0.63	6.14	5.65 / 1.44	0.49	-0.04
55. Academic support services adequately meet the needs of students.	6.30	5.53 / 1.52	0.77	6.14	5.45 / 1.42	0.69	0.08

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

National Group Means are based on 192106 records.

Institutional Summary

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

Scale/Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.26	5.44 / 1.36	0.82	6.18	5.34 / 1.28	0.84	0.10 *
7. Adequate financial aid is available for most students.	6.32	5.31 / 1.71	1.01	6.31	5.40 / 1.67	0.91	-0.09
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	5.41 / 1.63	0.88	6.21	5.17 / 1.70	1.04	0.24 ***
20. Financial aid counselors are helpful.	6.26	5.40 / 1.67	0.86	6.22	5.24 / 1.70	0.98	0.16 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.50 / 1.57	0.62	5.94	5.33 / 1.48	0.61	0.17 **
41. Admissions staff are knowledgeable.	6.35	5.55 / 1.58	0.80	6.27	5.54 / 1.46	0.73	0.01
49. Admissions counselors respond to prospective students' unique needs and requests.	6.20	5.45 / 1.59	0.75	6.10	5.36 / 1.50	0.74	0.09

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

National Group Means are based on 192106 records.

Institutional Summary

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

Scale/Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.19	5.45 / 1.27	0.74	6.10	5.46 / 1.13	0.64	-0.01
1. Most students feel a sense of belonging here.	5.78	5.34 / 1.48	0.44	5.64	5.40 / 1.41	0.24	-0.06
2. Faculty care about me as an individual.	6.26	5.55 / 1.47	0.71	6.09	5.46 / 1.46	0.63	0.09
16. The college shows concern for students as individuals.	6.31	5.27 / 1.70	1.04	6.19	5.24 / 1.59	0.95	0.03
22. People on this campus respect and are supportive of each other.	6.21	5.38 / 1.60	0.83	6.09	5.48 / 1.41	0.61	-0.10 *
27. The campus staff are caring and helpful.	6.32	5.76 / 1.37	0.56	6.18	5.62 / 1.34	0.56	0.14 **
28. It is an enjoyable experience to be a student on this campus.	6.27	5.52 / 1.64	0.75	6.23	5.61 / 1.45	0.62	-0.09
31. The campus is safe and secure for all students.	6.45	5.84 / 1.38	0.61	6.41	5.79 / 1.30	0.62	0.05
36. Students are made to feel welcome on this campus.	6.35	5.77 / 1.43	0.58	6.26	5.73 / 1.36	0.53	0.04
44. I generally know what's happening on campus.	5.73	5.33 / 1.61	0.40	5.67	5.19 / 1.56	0.48	0.14 *
45. This institution has a good reputation within the community.	6.14	5.49 / 1.63	0.65	6.14	5.73 / 1.38	0.41	-0.24 ***
52. This school does whatever it can to help me reach my educational goals.	6.36	5.25 / 1.70	1.11	6.31	5.39 / 1.52	0.92	-0.14 *
57. Administrators are approachable to students.	6.23	5.55 / 1.53	0.68	6.15	5.47 / 1.49	0.68	0.08
59. New student orientation services help students adjust to college.	6.03	5.46 / 1.62	0.57	5.94	5.41 / 1.53	0.53	0.05
63. I seldom get the "run-around" when seeking information on this campus.	6.25	5.21 / 1.77	1.04	6.14	5.20 / 1.68	0.94	0.01
67. Channels for expressing student complaints are readily available.	6.18	5.00 / 1.86	1.18	6.04	5.03 / 1.70	1.01	-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 192106 records.

Institutional Summary

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

Scale/Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.84	5.37 / 1.37	0.47	5.65	5.17 / 1.26	0.48	0.20 ***
10. Child care facilities are available on campus.	4.63	5.00 / 1.82	-0.37	4.58	4.46 / 1.78	0.12	0.54 ***
17. Personnel in the Veterans' Services program are helpful.	5.59	5.43 / 1.52	0.16	5.15	4.92 / 1.49	0.23	0.51 ***
19. This campus provides effective support services for displaced homemakers.	5.76	5.39 / 1.58	0.37	5.36	4.96 / 1.47	0.40	0.43 ***
30. The career services office provides students with the help they need to get a job.	6.18	5.27 / 1.62	0.91	6.04	5.19 / 1.52	0.85	0.08
38. The student center is a comfortable place for students to spend their leisure time.	5.97	5.48 / 1.54	0.49	5.83	5.45 / 1.47	0.38	0.03
47. There are adequate services to help me decide upon a career.	6.27	5.42 / 1.59	0.85	6.16	5.36 / 1.52	0.80	0.06
59. New student orientation services help students adjust to college.	6.03	5.46 / 1.62	0.57	5.94	5.41 / 1.53	0.53	0.05

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

National Group Means are based on 192106 records.

Institutional Summary

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

Scale/Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.32	5.49 / 1.34	0.83	6.20	5.37 / 1.27	0.83	0.12 **
2. Faculty care about me as an individual.	6.26	5.55 / 1.47	0.71	6.09	5.46 / 1.46	0.63	0.09
16. The college shows concern for students as individuals.	6.31	5.27 / 1.70	1.04	6.19	5.24 / 1.59	0.95	0.03
25. My academic advisor is concerned about my success as an individual.	6.33	5.48 / 1.71	0.85	6.22	5.22 / 1.74	1.00	0.26 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.58 / 1.59	0.82	6.33	5.53 / 1.50	0.80	0.05
48. Counseling staff care about students as individuals.	6.32	5.56 / 1.58	0.76	6.16	5.39 / 1.55	0.77	0.17 **

* 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 192106 records.

Institutional Summary

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

Scale/Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.38	5.56 / 1.24	0.82	6.29	5.54 / 1.12	0.75	0.02
2. Faculty care about me as an individual.	6.26	5.55 / 1.47	0.71	6.09	5.46 / 1.46	0.63	0.09
18. The quality of instruction I receive in most of my classes is excellent.	6.52	5.62 / 1.42	0.90	6.49	5.64 / 1.38	0.85	-0.02
23. Faculty are understanding of students' unique life circumstances.	6.35	5.49 / 1.63	0.86	6.24	5.37 / 1.55	0.87	0.12 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.58 / 1.59	0.82	6.33	5.53 / 1.50	0.80	0.05
37. Faculty take into consideration student differences as they teach a course.	6.29	5.37 / 1.57	0.92	6.16	5.33 / 1.50	0.83	0.04
46. Faculty provide timely feedback about student progress in a course.	6.40	5.41 / 1.60	0.99	6.31	5.41 / 1.52	0.90	0.00
54. Faculty are interested in my academic problems.	6.29	5.40 / 1.61	0.89	6.14	5.32 / 1.53	0.82	0.08
58. Nearly all of the faculty are knowledgeable in their fields.	6.48	5.81 / 1.40	0.67	6.42	5.79 / 1.33	0.63	0.02
61. Faculty are usually available after class and during office hours.	6.34	5.75 / 1.43	0.59	6.28	5.74 / 1.37	0.54	0.01
64. Nearly all classes deal with practical experiences and applications.	6.26	5.48 / 1.51	0.78	6.18	5.54 / 1.39	0.64	-0.06
65. Students are notified early in the term if they are doing poorly in a class.	6.28	5.15 / 1.76	1.13	6.24	5.08 / 1.75	1.16	0.07
66. Program requirements are clear and reasonable.	6.46	5.68 / 1.49	0.78	6.37	5.66 / 1.41	0.71	0.02

* 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 192106 records.

Institutional Summary

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

Scale/Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.44	5.63 / 1.54	0.81	6.37	5.76 / 1.39	0.61	-0.13 **
70. I am able to experience intellectual growth here.	6.52	5.79 / 1.47	0.73	6.42	5.86 / 1.31	0.56	-0.07

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

National Group Means are based on 192106 records.

Institutional Summary

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

Scale/Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.34	5.60 / 1.13	0.74	6.26	5.57 / 1.07	0.69	0.03
5. The personnel involved in registration are helpful.	6.26	5.40 / 1.74	0.86	6.26	5.45 / 1.59	0.81	-0.05
8. Classes are scheduled at times that are convenient for me.	6.43	5.40 / 1.57	1.03	6.47	5.55 / 1.51	0.92	-0.15 **
15. I am able to register for classes I need with few conflicts.	6.53	5.54 / 1.65	0.99	6.43	5.53 / 1.54	0.90	0.01
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.35	5.68 / 1.47	0.67	6.27	5.56 / 1.46	0.71	0.12 *
43. Class change (drop/add) policies are reasonable.	6.30	5.78 / 1.43	0.52	6.20	5.63 / 1.45	0.57	0.15 **
51. There are convenient ways of paying my school bill.	6.38	5.54 / 1.61	0.84	6.26	5.65 / 1.45	0.61	-0.11 *
56. The business office is open during hours which are convenient for most students.	6.26	5.59 / 1.46	0.67	6.13	5.55 / 1.43	0.58	0.04
60. Billing policies are reasonable.	6.32	5.55 / 1.54	0.77	6.18	5.52 / 1.45	0.66	0.03
62. Bookstore staff are helpful.	6.24	5.93 / 1.37	0.31	6.12	5.72 / 1.44	0.40	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 192106 records.

Institutional Summary

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

Scale/Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.71 / 1.37			5.63 / 1.28		0.08
81. Institution's commitment to part-time students?		5.77 / 1.45			5.71 / 1.37		0.06
82. Institution's commitment to evening students?		5.73 / 1.41			5.59 / 1.46		0.14 *
83. Institution's commitment to older, returning learners?		5.65 / 1.58			5.69 / 1.43		-0.04
84. Institution's commitment to under-represented populations?		5.77 / 1.40			5.55 / 1.41		0.22 ***
85. Institution's commitment to commuters?		5.67 / 1.51			5.54 / 1.48		0.13 *
86. Institution's commitment to students with disabilities?		5.69 / 1.54			5.70 / 1.41		-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 192106 records.

Institutional Summary

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

Scale/Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.18	5.64 / 1.21	0.54	6.14	5.30 / 1.21	0.84	0.34 ***
4. Security staff are helpful.	5.79	5.39 / 1.63	0.40	5.77	5.26 / 1.56	0.51	0.13 *
11. Security staff respond quickly in emergencies.	6.20	5.41 / 1.65	0.79	6.09	5.24 / 1.49	0.85	0.17 *
24. Parking lots are well-lighted and secure.	6.26	5.84 / 1.31	0.42	6.18	5.39 / 1.59	0.79	0.45 ***
31. The campus is safe and secure for all students.	6.45	5.84 / 1.38	0.61	6.41	5.79 / 1.30	0.62	0.05
39. The amount of student parking space on campus is adequate.	6.20	5.58 / 1.68	0.62	6.22	4.78 / 1.95	1.44	0.80 ***

* 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 192106 records.

Institutional Summary

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

Scale/Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.18	5.49 / 1.23	0.69	6.08	5.44 / 1.13	0.64	0.05
5. The personnel involved in registration are helpful.	6.26	5.40 / 1.74	0.86	6.26	5.45 / 1.59	0.81	-0.05
22. People on this campus respect and are supportive of each other.	6.21	5.38 / 1.60	0.83	6.09	5.48 / 1.41	0.61	-0.10 *
26. Library staff are helpful and approachable.	6.17	5.86 / 1.34	0.31	6.07	5.75 / 1.36	0.32	0.11 *
27. The campus staff are caring and helpful.	6.32	5.76 / 1.37	0.56	6.18	5.62 / 1.34	0.56	0.14 **
44. I generally know what's happening on campus.	5.73	5.33 / 1.61	0.40	5.67	5.19 / 1.56	0.48	0.14 *
57. Administrators are approachable to students.	6.23	5.55 / 1.53	0.68	6.15	5.47 / 1.49	0.68	0.08
62. Bookstore staff are helpful.	6.24	5.93 / 1.37	0.31	6.12	5.72 / 1.44	0.40	0.21 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.25	5.21 / 1.77	1.04	6.14	5.20 / 1.68	0.94	0.01
67. Channels for expressing student complaints are readily available.	6.18	5.00 / 1.86	1.18	6.04	5.03 / 1.70	1.01	-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 192106 records.

Institutional Summary

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

Scale/Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.20	5.53 / 1.32	0.67	6.10	5.51 / 1.19	0.59	0.02
1. Most students feel a sense of belonging here.	5.78	5.34 / 1.48	0.44	5.64	5.40 / 1.41	0.24	-0.06
16. The college shows concern for students as individuals.	6.31	5.27 / 1.70	1.04	6.19	5.24 / 1.59	0.95	0.03
27. The campus staff are caring and helpful.	6.32	5.76 / 1.37	0.56	6.18	5.62 / 1.34	0.56	0.14 **
28. It is an enjoyable experience to be a student on this campus.	6.27	5.52 / 1.64	0.75	6.23	5.61 / 1.45	0.62	-0.09
36. Students are made to feel welcome on this campus.	6.35	5.77 / 1.43	0.58	6.26	5.73 / 1.36	0.53	0.04
57. Administrators are approachable to students.	6.23	5.55 / 1.53	0.68	6.15	5.47 / 1.49	0.68	0.08

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

National Group Means are based on 192106 records.

Institutional Summary

Items: In Sequential Order

Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.78	5.34 / 1.48	0.44	5.64	5.40 / 1.41	0.24	-0.06
2. Faculty care about me as an individual.	6.26	5.55 / 1.47	0.71	6.09	5.46 / 1.46	0.63	0.09
3. The quality of instruction in the vocational/technical programs is excellent.	6.15	5.44 / 1.40	0.71	6.17	5.49 / 1.38	0.68	-0.05
4. Security staff are helpful.	5.79	5.39 / 1.63	0.40	5.77	5.26 / 1.56	0.51	0.13 *
5. The personnel involved in registration are helpful.	6.26	5.40 / 1.74	0.86	6.26	5.45 / 1.59	0.81	-0.05
6. My academic advisor is approachable.	6.38	5.69 / 1.66	0.69	6.32	5.52 / 1.65	0.80	0.17 **
7. Adequate financial aid is available for most students.	6.32	5.31 / 1.71	1.01	6.31	5.40 / 1.67	0.91	-0.09
8. Classes are scheduled at times that are convenient for me.	6.43	5.40 / 1.57	1.03	6.47	5.55 / 1.51	0.92	-0.15 **
9. Internships or practical experiences are provided in my degree/certificate program.	6.08	5.14 / 1.76	0.94	6.03	5.14 / 1.63	0.89	0.00
10. Child care facilities are available on campus.	4.63	5.00 / 1.82	-0.37	4.58	4.46 / 1.78	0.12	0.54 ***
11. Security staff respond quickly in emergencies.	6.20	5.41 / 1.65	0.79	6.09	5.24 / 1.49	0.85	0.17 *
12. My academic advisor helps me set goals to work toward.	6.20	5.37 / 1.80	0.83	6.13	5.18 / 1.76	0.95	0.19 **
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	5.41 / 1.63	0.88	6.21	5.17 / 1.70	1.04	0.24 ***
14. Library resources and services are adequate.	6.29	5.86 / 1.34	0.43	6.20	5.80 / 1.32	0.40	0.06
15. I am able to register for classes I need with few conflicts.	6.53	5.54 / 1.65	0.99	6.43	5.53 / 1.54	0.90	0.01
16. The college shows concern for students as individuals.	6.31	5.27 / 1.70	1.04	6.19	5.24 / 1.59	0.95	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 192106 records.

Institutional Summary

Items: In Sequential Order

Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.59	5.43 / 1.52	0.16	5.15	4.92 / 1.49	0.23	0.51 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.52	5.62 / 1.42	0.90	6.49	5.64 / 1.38	0.85	-0.02
19. This campus provides effective support services for displaced homemakers.	5.76	5.39 / 1.58	0.37	5.36	4.96 / 1.47	0.40	0.43 ***
20. Financial aid counselors are helpful.	6.26	5.40 / 1.67	0.86	6.22	5.24 / 1.70	0.98	0.16 *
21. There are a sufficient number of study areas on campus.	6.21	5.55 / 1.59	0.66	6.11	5.65 / 1.46	0.46	-0.10
22. People on this campus respect and are supportive of each other.	6.21	5.38 / 1.60	0.83	6.09	5.48 / 1.41	0.61	-0.10 *
23. Faculty are understanding of students' unique life circumstances.	6.35	5.49 / 1.63	0.86	6.24	5.37 / 1.55	0.87	0.12 *
24. Parking lots are well-lighted and secure.	6.26	5.84 / 1.31	0.42	6.18	5.39 / 1.59	0.79	0.45 ***
25. My academic advisor is concerned about my success as an individual.	6.33	5.48 / 1.71	0.85	6.22	5.22 / 1.74	1.00	0.26 ***
26. Library staff are helpful and approachable.	6.17	5.86 / 1.34	0.31	6.07	5.75 / 1.36	0.32	0.11 *
27. The campus staff are caring and helpful.	6.32	5.76 / 1.37	0.56	6.18	5.62 / 1.34	0.56	0.14 **
28. It is an enjoyable experience to be a student on this campus.	6.27	5.52 / 1.64	0.75	6.23	5.61 / 1.45	0.62	-0.09
29. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.58 / 1.59	0.82	6.33	5.53 / 1.50	0.80	0.05
30. The career services office provides students with the help they need to get a job.	6.18	5.27 / 1.62	0.91	6.04	5.19 / 1.52	0.85	0.08
31. The campus is safe and secure for all students.	6.45	5.84 / 1.38	0.61	6.41	5.79 / 1.30	0.62	0.05

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

National Group Means are based on 192106 records.

Institutional Summary

Items: In Sequential Order

Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.48	5.49 / 1.78	0.99	6.39	5.52 / 1.66	0.87	-0.03
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.50 / 1.57	0.62	5.94	5.33 / 1.48	0.61	0.17 **
34. Computer labs are adequate and accessible.	6.24	5.75 / 1.44	0.49	6.26	5.79 / 1.38	0.47	-0.04
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.35	5.68 / 1.47	0.67	6.27	5.56 / 1.46	0.71	0.12 *
36. Students are made to feel welcome on this campus.	6.35	5.77 / 1.43	0.58	6.26	5.73 / 1.36	0.53	0.04
37. Faculty take into consideration student differences as they teach a course.	6.29	5.37 / 1.57	0.92	6.16	5.33 / 1.50	0.83	0.04
38. The student center is a comfortable place for students to spend their leisure time.	5.97	5.48 / 1.54	0.49	5.83	5.45 / 1.47	0.38	0.03
39. The amount of student parking space on campus is adequate.	6.20	5.58 / 1.68	0.62	6.22	4.78 / 1.95	1.44	0.80 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.45	5.38 / 1.74	1.07	6.26	5.28 / 1.68	0.98	0.10
41. Admissions staff are knowledgeable.	6.35	5.55 / 1.58	0.80	6.27	5.54 / 1.46	0.73	0.01
42. The equipment in the lab facilities is kept up to date.	6.31	5.63 / 1.48	0.68	6.23	5.58 / 1.43	0.65	0.05
43. Class change (drop/add) policies are reasonable.	6.30	5.78 / 1.43	0.52	6.20	5.63 / 1.45	0.57	0.15 **
44. I generally know what's happening on campus.	5.73	5.33 / 1.61	0.40	5.67	5.19 / 1.56	0.48	0.14 *
45. This institution has a good reputation within the community.	6.14	5.49 / 1.63	0.65	6.14	5.73 / 1.38	0.41	-0.24 ***
46. Faculty provide timely feedback about student progress in a course.	6.40	5.41 / 1.60	0.99	6.31	5.41 / 1.52	0.90	0.00

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 192106 records.

Institutional Summary

Items: In Sequential Order

Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.27	5.42 / 1.59	0.85	6.16	5.36 / 1.52	0.80	0.06
48. Counseling staff care about students as individuals.	6.32	5.56 / 1.58	0.76	6.16	5.39 / 1.55	0.77	0.17 **
49. Admissions counselors respond to prospective students' unique needs and requests.	6.20	5.45 / 1.59	0.75	6.10	5.36 / 1.50	0.74	0.09
50. Tutoring services are readily available.	6.24	5.61 / 1.56	0.63	6.14	5.65 / 1.44	0.49	-0.04
51. There are convenient ways of paying my school bill.	6.38	5.54 / 1.61	0.84	6.26	5.65 / 1.45	0.61	-0.11 *
52. This school does whatever it can to help me reach my educational goals.	6.36	5.25 / 1.70	1.11	6.31	5.39 / 1.52	0.92	-0.14 *
53. The assessment and course placement procedures are reasonable.	6.22	5.55 / 1.52	0.67	6.15	5.51 / 1.43	0.64	0.04
54. Faculty are interested in my academic problems.	6.29	5.40 / 1.61	0.89	6.14	5.32 / 1.53	0.82	0.08
55. Academic support services adequately meet the needs of students.	6.30	5.53 / 1.52	0.77	6.14	5.45 / 1.42	0.69	0.08
56. The business office is open during hours which are convenient for most students.	6.26	5.59 / 1.46	0.67	6.13	5.55 / 1.43	0.58	0.04
57. Administrators are approachable to students.	6.23	5.55 / 1.53	0.68	6.15	5.47 / 1.49	0.68	0.08
58. Nearly all of the faculty are knowledgeable in their fields.	6.48	5.81 / 1.40	0.67	6.42	5.79 / 1.33	0.63	0.02
59. New student orientation services help students adjust to college.	6.03	5.46 / 1.62	0.57	5.94	5.41 / 1.53	0.53	0.05
60. Billing policies are reasonable.	6.32	5.55 / 1.54	0.77	6.18	5.52 / 1.45	0.66	0.03
61. Faculty are usually available after class and during office hours.	6.34	5.75 / 1.43	0.59	6.28	5.74 / 1.37	0.54	0.01

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Institutional Summary

Items: In Sequential Order

Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.24	5.93 / 1.37	0.31	6.12	5.72 / 1.44	0.40	0.21 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.25	5.21 / 1.77	1.04	6.14	5.20 / 1.68	0.94	0.01
64. Nearly all classes deal with practical experiences and applications.	6.26	5.48 / 1.51	0.78	6.18	5.54 / 1.39	0.64	-0.06
65. Students are notified early in the term if they are doing poorly in a class.	6.28	5.15 / 1.76	1.13	6.24	5.08 / 1.75	1.16	0.07
66. Program requirements are clear and reasonable.	6.46	5.68 / 1.49	0.78	6.37	5.66 / 1.41	0.71	0.02
67. Channels for expressing student complaints are readily available.	6.18	5.00 / 1.86	1.18	6.04	5.03 / 1.70	1.01	-0.03
68. On the whole, the campus is well-maintained.	6.32	5.99 / 1.26	0.33	6.27	5.93 / 1.28	0.34	0.06
69. There is a good variety of courses provided on this campus.	6.44	5.63 / 1.54	0.81	6.37	5.76 / 1.39	0.61	-0.13 **
70. I am able to experience intellectual growth here.	6.52	5.79 / 1.47	0.73	6.42	5.86 / 1.31	0.56	-0.07
71. Campus item 1							
72. Campus item 2							
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							

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

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Institutional Summary

Items: In Sequential Order

Item	Jackson College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.77 / 1.45			5.71 / 1.37		0.06
82. Institution's commitment to evening students?		5.73 / 1.41			5.59 / 1.46		0.14 *
83. Institution's commitment to older, returning learners?		5.65 / 1.58			5.69 / 1.43		-0.04
84. Institution's commitment to under-represented populations?		5.77 / 1.40			5.55 / 1.41		0.22 ***
85. Institution's commitment to commuters?		5.67 / 1.51			5.54 / 1.48		0.13 *
86. Institution's commitment to students with disabilities?		5.69 / 1.54			5.70 / 1.41		-0.01
87. Cost as factor in decision to enroll.	6.27			6.36			
88. Financial aid as factor in decision to enroll.	6.17			6.11			
89. Academic reputation as factor in decision to enroll.	5.85			5.94			
90. Size of institution as factor in decision to enroll.	5.14			5.22			
91. Opportunity to play sports as factor in decision to enroll.	3.65			3.56			
92. Recommendations from family/friends as factor in decision to enroll.	4.94			4.98			
93. Geographic setting as factor in decision to enroll.	5.69			5.59			
94. Campus appearance as factor in decision to enroll.	5.17			5.27			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.51			5.47			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 192106 records.

Institutional Summary

Summary Items

Summary Item	Jackson College - SSI	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.69 3% 2% 8% 33% 26% 14% 12%	Average: 4.87 1% 1% 6% 34% 25% 13% 17%	-0.18
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: 5.33 3% 3% 7% 10% 13% 40% 20%	Average: 5.52 1% 2% 5% 10% 16% 40% 22%	-0.19
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.55 4% 5% 3% 8% 9% 32% 35%	Average: 5.75 2% 4% 3% 8% 10% 30% 41%	-0.20