

High Importance

## Challenges

High Importance and Low Satisfaction or High Imp/Sat Gap

- The quality of instruction I receive in most of my classes is excellent.
- I am able to register for the classes I need with few conflicts.
- There are sufficient courses within my program of study available each term.
- Faculty provide timely feedback about my academic progress.
- The amount of student parking space on campus is adequate.
- My academic advisor is knowledgeable about transfer requirements of other schools.

## Strengths

High Importance and High Satisfaction

- The campus is safe and secure for all students.
- Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- Registration processes and procedures are convenient.
- Students are made to feel welcome here.
- The campus staff are caring and helpful.
- This campus provides online access to services I need.
- On the whole, the campus is well-maintained.
- Computer labs are adequate and accessible.

Low Satisfaction

High Satisfaction

## Low Importance and Low Satisfaction

- This institution helps me identify resources to finance my education.
- There are adequate services to help me decide upon a career.
- I receive ongoing feedback about progress toward my academic goals.
- Financial aid awards are announced in time to be helpful in college planning.
- I seldom get the "run-around" when seeking information on this campus.
- Security staff respond quickly to calls for assistance.
- Admissions counselors accurately portray program offerings in their recruiting practices.

## Low Importance and High Satisfaction or High Imp/Sat Gap

- This institution helps me identify resources to finance my education.
- There are adequate services to help me decide upon a career.
- Tutoring services are readily available.
- I receive ongoing feedback about progress toward my academic goals.
- Financial aid awards are announced in time to be helpful in college planning.
- Library resources and services are adequate.

Low Importance