

## Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Current Class Load</b>	<b>N</b>	<b>%</b>
Female	291	57.17%	Full-time	399	78.70%
Male	218	42.83%	Part-time	108	21.30%
Total	509	100.00%	Total	507	100.00%
No Response	4		No Response	6	

  

<b>Age</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
18 and under	183	36.09%	1 year or less	405	79.72%
19 to 24	257	50.69%	2 years	85	16.73%
25 to 34	37	7.30%	3 years	15	2.95%
35 to 44	21	4.14%	4 or more years	3	0.59%
45 and over	9	1.78%	Total	508	100.00%
Total	507	100.00%	No Response	5	
No Response	6				

  

<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
Alaskan Native	0	0.00%	No credits earned	138	28.45%
American Indian	5	1.00%	1.99 or below	11	2.27%
Asian	5	1.00%	2.0 - 2.49	44	9.07%
Black/African-American	5	1.00%	2.5 - 2.99	110	22.68%
Hispanic or Latino (and Puerto Rican)	9	1.80%	3.0 - 3.49	113	23.30%
Native Hawaiian or Pacific Islander	0	0.00%	3.5 or above	69	14.23%
White/Caucasian	456	91.20%	Total	485	100.00%
Multi-racial	16	3.20%	No Response	28	
Other race	4	0.80%			
Total	500	100.00%			
No Response	13				

  

<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
Day	460	92.00%	Associate degree	283	56.71%
Evening	40	8.00%	Vocational/technical program	5	1.00%
Weekend	0	0.00%	Transfer to another institution	156	31.26%
Total	500	100.00%	Certification (initial/renewal)	14	2.81%
No Response	13		Self-improvement/pleasure	6	1.20%
			Job-related training	3	0.60%
			Other educational goal	32	6.41%
			Total	499	100.00%
			No Response	14	

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Organization Memberships</b>	<b>N</b>	<b>%</b>
Full-time off campus	99	19.45%	No organization memberships	425	85.34%
Part-time off campus	276	54.22%	One or two organization memberships	67	13.45%
Full-time on campus	6	1.18%	Three or four organization memberships	5	1.00%
Part-time on campus	12	2.36%	Five or more organization memberships	1	0.20%
Not employed	116	22.79%	Total	498	100.00%
Total	509	100.00%	No Response	15	
No Response	4				
<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Tuition Source</b>	<b>N</b>	<b>%</b>
Residence hall	0	0.00%	Scholarships	66	13.72%
Own house	58	11.53%	Financial aid	306	63.62%
Rent room or apt off campus	86	17.10%	Family contributions	29	6.03%
Parent's home	329	65.41%	Self support	47	9.77%
Other residence	30	5.96%	Other tuition source	33	6.86%
Total	503	100.00%	Total	481	100.00%
No Response	10		No Response	32	
<b>Residence Classification</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
In-state	489	97.60%	Campus item - Answer 1	4	50.00%
Out-of-state	7	1.40%	Campus item - Answer 2	0	0.00%
International (not U.S. citizen)	5	1.00%	Campus item - Answer 3	2	25.00%
Total	501	100.00%	Campus item - Answer 4	0	0.00%
No Response	12		Campus item - Answer 5	0	0.00%
<b>Institution Was My</b>	<b>N</b>	<b>%</b>	Campus item - Answer 6	2	25.00%
1st choice	327	65.01%	Total	8	100.00%
2nd choice	115	22.86%	No Response	505	
3rd choice or lower	61	12.13%	<b>Institution Question 2</b>	<b>N</b>	<b>%</b>
Total	503	100.00%	Campus item 2 - Answer 1	0	0%
No Response	10		Campus item 2 - Answer 2	0	0%
<b>Plan to Transfer</b>	<b>N</b>	<b>%</b>	Campus item 2 - Answer 3	0	0%
Yes I plan to transfer	373	74.45%	Campus item 2 - Answer 4	0	0%
No I do not plan to transfer	128	25.55%	Campus item 2 - Answer 5	0	0%
Total	501	100.00%	Campus item 2 - Answer 6	0	0%
No Response	12		Total	0	100.00%
			No Response	513	

## Demographics

Group Code	N	%			
			0209	20	4.24%
0002	1	0.21%	0210	5	1.06%
0077	1	0.21%	0212	2	0.42%
0101	3	0.64%	0213	7	1.48%
0107	2	0.42%	0214	3	0.64%
0108	1	0.21%	0215	14	2.97%
0113	17	3.60%	0216	5	1.06%
0114	1	0.21%	0217	26	5.51%
0115	6	1.27%	0218	13	2.75%
0117	2	0.42%	1149	1	0.21%
0123	1	0.21%	1223	1	0.21%
0126	7	1.48%	3241	1	0.21%
0127	2	0.42%	Total	472	100.00%
0128	2	0.42%	No Response	41	
0129	16	3.39%			
0130	2	0.42%			
0132	1	0.21%			
0134	18	3.81%			
0135	1	0.21%			
0138	8	1.69%			
0140	2	0.42%			
0142	1	0.21%			
0143	3	0.64%			
0145	1	0.21%			
0146	8	1.69%			
0148	1	0.21%			
0149	43	9.11%			
0152	7	1.48%			
0153	1	0.21%			
0154	5	1.06%			
0155	2	0.42%			
0160	14	2.97%			
0161	3	0.64%			
0162	2	0.42%			
0201	9	1.91%			
0202	12	2.54%			
0203	1	0.21%			
0204	7	1.48%			
0205	7	1.48%			
0206	2	0.42%			
0207	16	3.39%			
0208	135	28.60%			

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

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

#### **Challenges**

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

## **Strategic Planning Overview Benchmarks**

### **Higher Satisfaction vs. National Community Colleges Form B**

- 2. Classes are scheduled at times that are convenient for me.
- 18. Computer labs are adequate and accessible.

### **Lower Satisfaction vs. National Community Colleges Form B**

- 8. The quality of instruction I receive in most of my classes is excellent.
- 13. The campus is safe and secure for all students.
- 25. Faculty provide timely feedback about my academic progress.

**Institutional Summary**  
**Scales: In Order of Importance**

	East Central College - SSI			National Community Colleges Form B			Mean Difference
Scale	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Registration Effectiveness	6.47	5.69 / 0.99	0.78	6.48	5.72 / 1.07	0.76	-0.03
Campus Climate	6.39	5.79 / 0.96	0.60	6.41	5.78 / 1.04	0.63	0.01
Instructional Effectiveness	6.36	5.60 / 0.98	0.76	6.42	5.73 / 1.04	0.69	-0.13 **
Student Centeredness	6.33	5.68 / 1.07	0.65	6.36	5.64 / 1.19	0.72	0.04
Academic Advising Effectiveness	6.32	5.42 / 1.20	0.90	6.35	5.47 / 1.34	0.88	-0.05
Safety and Security	6.25	5.42 / 1.12	0.83	6.29	5.50 / 1.18	0.79	-0.08
Campus Services	6.22	5.81 / 0.89	0.41	6.25	5.76 / 1.00	0.49	0.05
Admissions and Financial Aid Effectiveness	6.20	5.47 / 1.06	0.73	6.24	5.43 / 1.28	0.81	0.04

National Group Means are based on 66622 records.

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

**Institutional Summary**  
**Items: In Order of Importance**

	East Central College - SSI			National Community Colleges Form B			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The quality of instruction I receive in most of my classes is excellent.	6.62	5.52 / 1.35	1.10	6.64	5.79 / 1.32	0.85	-0.27 ***
9. I am able to register for the classes I need with few conflicts.	6.58	5.54 / 1.43	1.04	6.57	5.65 / 1.47	0.92	-0.11
13. The campus is safe and secure for all students.	6.58	5.90 / 1.30	0.68	6.54	6.02 / 1.19	0.52	-0.12 *
2. Classes are scheduled at times that are convenient for me.	6.57	5.78 / 1.32	0.79	6.57	5.62 / 1.42	0.95	0.16 *
40. There are sufficient courses within my program of study available each term.	6.57	5.64 / 1.42	0.93	6.53	5.56 / 1.55	0.97	0.08
14. My academic advisor is knowledgeable about my program requirements.	6.52	5.78 / 1.44	0.74	6.52	5.71 / 1.54	0.81	0.07
51. Cost as factor in decision to enroll.	6.51			6.53			
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.50	5.96 / 1.23	0.54	6.42	5.92 / 1.31	0.50	0.04
19. Registration processes and procedures are convenient.	6.47	5.79 / 1.24	0.68	6.46	5.78 / 1.40	0.68	0.01
25. Faculty provide timely feedback about my academic progress.	6.46	5.35 / 1.51	1.11	6.46	5.55 / 1.47	0.91	-0.20 **
36. Tuition paid is a worthwhile investment.	6.46	5.76 / 1.31	0.70	6.55	5.82 / 1.40	0.73	-0.06
20. Students are made to feel welcome here.	6.45	6.02 / 1.20	0.43	6.44	5.97 / 1.29	0.47	0.05
1. The campus staff are caring and helpful.	6.43	5.79 / 1.28	0.64	6.41	5.80 / 1.29	0.61	-0.01
12. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.76 / 1.35	0.66	6.46	5.75 / 1.43	0.71	0.01
28. This campus provides online access to services I need.	6.42	6.06 / 1.14	0.36	6.43	6.00 / 1.24	0.43	0.06

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**Institutional Summary**  
**Items: In Order of Importance**

	East Central College - SSI			National Community Colleges Form B			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. I am able to take care of college-related business at times that are convenient for me.	6.40	5.60 / 1.42	0.80	6.41	5.70 / 1.39	0.71	-0.10
39. On the whole, the campus is well-maintained.	6.38	6.14 / 1.11	0.24	6.37	6.08 / 1.19	0.29	0.06
52. Financial assistance as factor in decision to enroll.	6.38			6.29			
18. Computer labs are adequate and accessible.	6.37	6.10 / 1.21	0.27	6.35	5.95 / 1.33	0.40	0.15 *
16. My advisor helps me apply my program of study to career goals.	6.35	5.52 / 1.53	0.83	6.36	5.47 / 1.65	0.89	0.05
21. The amount of student parking space on campus is adequate.	6.33	4.94 / 1.78	1.39	6.33	4.92 / 1.94	1.41	0.02
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.32	5.39 / 1.43	0.93	6.32	5.40 / 1.61	0.92	-0.01
29. There are convenient ways of paying my school bill.	6.32	5.72 / 1.38	0.60	6.39	5.87 / 1.37	0.52	-0.15 *
23. This institution helps me identify resources to finance my education.	6.30	5.42 / 1.44	0.88	6.34	5.34 / 1.64	1.00	0.08
26. There are adequate services to help me decide upon a career.	6.30	5.42 / 1.41	0.88	6.28	5.48 / 1.47	0.80	-0.06
15. Financial aid counseling is available if I need it.	6.28	5.71 / 1.32	0.57	6.29	5.60 / 1.51	0.69	0.11
33. Administrators are available to hear students' concerns.	6.27	5.57 / 1.39	0.70	6.28	5.44 / 1.56	0.84	0.13
27. Tutoring services are readily available.	6.25	6.03 / 1.16	0.22	6.21	5.80 / 1.39	0.41	0.23 ***
30. The assessment and course placement procedures are reasonable.	6.23	5.59 / 1.36	0.64	6.26	5.67 / 1.36	0.59	-0.08
35. I receive ongoing feedback about progress toward my academic goals.	6.23	4.95 / 1.56	1.28	6.31	5.26 / 1.64	1.05	-0.31 ***

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

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**Institutional Summary**  
**Items: In Order of Importance**

	East Central College - SSI			National Community Colleges Form B			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
38. Most classes deal with practical experiences and applications.	6.23	5.46 / 1.33	0.77	6.35	5.74 / 1.30	0.61	-0.28 ***
54. Future career opportunities as factor in decision to enroll.	6.22			6.43			
56. Distance from campus as factor in decision to enroll.	6.22			6.17			
24. The equipment in the lab facilities is kept up to date.	6.21	5.77 / 1.22	0.44	6.36	5.73 / 1.38	0.63	0.04
5. Financial aid awards are announced in time to be helpful in college planning.	6.20	5.27 / 1.54	0.93	6.32	5.36 / 1.65	0.96	-0.09
3. My academic advisor is available when I need help.	6.18	5.44 / 1.46	0.74	6.25	5.51 / 1.58	0.74	-0.07
6. Library resources and services are adequate.	6.17	5.92 / 1.24	0.25	6.15	5.88 / 1.26	0.27	0.04
37. I seldom get the "run-around" when seeking information on this campus.	6.17	5.33 / 1.54	0.84	6.30	5.30 / 1.67	1.00	0.03
7. Admissions staff provide personalized attention prior to enrollment.	6.15	5.56 / 1.32	0.59	6.14	5.46 / 1.51	0.68	0.10
4. Security staff respond quickly to calls for assistance.	6.06	5.27 / 1.42	0.79	6.10	5.45 / 1.44	0.65	-0.18 *
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.05	5.40 / 1.33	0.65	6.13	5.38 / 1.52	0.75	0.02
10. Parking lots are well-lighted and secure.	6.01	5.54 / 1.42	0.47	6.16	5.60 / 1.49	0.56	-0.06
11. Counseling services are available if I need them.	5.81	5.58 / 1.27	0.23	5.95	5.55 / 1.44	0.40	0.03
53. Academic reputation as factor in decision to enroll.	5.81			6.12			
31. Faculty use a variety of technology and media in the classroom.	5.72	5.50 / 1.30	0.22	6.06	5.81 / 1.27	0.25	-0.31 ***

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**Institutional Summary**  
**Items: In Order of Importance**

	East Central College - SSI			National Community Colleges Form B			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
55. Personal recommendations as factor in decision to enroll.	5.50			5.89			
57. Information on the campus Web site as factor in decision to enroll.	5.31			5.86			
58. Campus visits as factor in decision to enroll.	5.02			5.40			
41. Campus item 1							
42. Campus item 2							
43. Campus item 3							
44. Campus item 4							
45. Campus item 5							
46. Campus item 6							
47. Campus item 7							
48. Campus item 8							
49. Campus item 9							
50. Campus item 10							

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

Institutional Summary

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

	East Central College - SSI			National Community Colleges Form B			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.32	5.42 / 1.20	0.90	6.35	5.47 / 1.34	0.88	-0.05
3. My academic advisor is available when I need help.	6.18	5.44 / 1.46	0.74	6.25	5.51 / 1.58	0.74	-0.07
14. My academic advisor is knowledgeable about my program requirements.	6.52	5.78 / 1.44	0.74	6.52	5.71 / 1.54	0.81	0.07
16. My advisor helps me apply my program of study to career goals.	6.35	5.52 / 1.53	0.83	6.36	5.47 / 1.65	0.89	0.05
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.32	5.39 / 1.43	0.93	6.32	5.40 / 1.61	0.92	-0.01
35. I receive ongoing feedback about progress toward my academic goals.	6.23	4.95 / 1.56	1.28	6.31	5.26 / 1.64	1.05	-0.31 ***

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

Institutional Summary

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

Scale/Item	East Central 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	5.47 / 1.06	0.73	6.24	5.43 / 1.28	0.81	0.04
5. Financial aid awards are announced in time to be helpful in college planning.	6.20	5.27 / 1.54	0.93	6.32	5.36 / 1.65	0.96	-0.09
7. Admissions staff provide personalized attention prior to enrollment.	6.15	5.56 / 1.32	0.59	6.14	5.46 / 1.51	0.68	0.10
15. Financial aid counseling is available if I need it.	6.28	5.71 / 1.32	0.57	6.29	5.60 / 1.51	0.69	0.11
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.05	5.40 / 1.33	0.65	6.13	5.38 / 1.52	0.75	0.02
23. This institution helps me identify resources to finance my education.	6.30	5.42 / 1.44	0.88	6.34	5.34 / 1.64	1.00	0.08

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

Institutional Summary

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

	East Central College - SSI			National Community Colleges Form B			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.39	5.79 / 0.96	0.60	6.41	5.78 / 1.04	0.63	0.01
1. The campus staff are caring and helpful.	6.43	5.79 / 1.28	0.64	6.41	5.80 / 1.29	0.61	-0.01
13. The campus is safe and secure for all students.	6.58	5.90 / 1.30	0.68	6.54	6.02 / 1.19	0.52	-0.12 *
20. Students are made to feel welcome here.	6.45	6.02 / 1.20	0.43	6.44	5.97 / 1.29	0.47	0.05
33. Administrators are available to hear students' concerns.	6.27	5.57 / 1.39	0.70	6.28	5.44 / 1.56	0.84	0.13
36. Tuition paid is a worthwhile investment.	6.46	5.76 / 1.31	0.70	6.55	5.82 / 1.40	0.73	-0.06
37. I seldom get the "run-around" when seeking information on this campus.	6.17	5.33 / 1.54	0.84	6.30	5.30 / 1.67	1.00	0.03
39. On the whole, the campus is well-maintained.	6.38	6.14 / 1.11	0.24	6.37	6.08 / 1.19	0.29	0.06

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

Institutional Summary

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

	East Central College - SSI			National Community Colleges Form B			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SERVICES	6.22	5.81 / 0.89	0.41	6.25	5.76 / 1.00	0.49	0.05
6. Library resources and services are adequate.	6.17	5.92 / 1.24	0.25	6.15	5.88 / 1.26	0.27	0.04
11. Counseling services are available if I need them.	5.81	5.58 / 1.27	0.23	5.95	5.55 / 1.44	0.40	0.03
18. Computer labs are adequate and accessible.	6.37	6.10 / 1.21	0.27	6.35	5.95 / 1.33	0.40	0.15 *
24. The equipment in the lab facilities is kept up to date.	6.21	5.77 / 1.22	0.44	6.36	5.73 / 1.38	0.63	0.04
26. There are adequate services to help me decide upon a career.	6.30	5.42 / 1.41	0.88	6.28	5.48 / 1.47	0.80	-0.06
27. Tutoring services are readily available.	6.25	6.03 / 1.16	0.22	6.21	5.80 / 1.39	0.41	0.23 ***
28. This campus provides online access to services I need.	6.42	6.06 / 1.14	0.36	6.43	6.00 / 1.24	0.43	0.06
30. The assessment and course placement procedures are reasonable.	6.23	5.59 / 1.36	0.64	6.26	5.67 / 1.36	0.59	-0.08

National Group Means are based on 66622 records.

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

Institutional Summary

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

	East Central College - SSI			National Community Colleges Form B			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.36	5.60 / 0.98	0.76	6.42	5.73 / 1.04	0.69	-0.13 **
8. The quality of instruction I receive in most of my classes is excellent.	6.62	5.52 / 1.35	1.10	6.64	5.79 / 1.32	0.85	-0.27 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.76 / 1.35	0.66	6.46	5.75 / 1.43	0.71	0.01
25. Faculty provide timely feedback about my academic progress.	6.46	5.35 / 1.51	1.11	6.46	5.55 / 1.47	0.91	-0.20 **
31. Faculty use a variety of technology and media in the classroom.	5.72	5.50 / 1.30	0.22	6.06	5.81 / 1.27	0.25	-0.31 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.50	5.96 / 1.23	0.54	6.42	5.92 / 1.31	0.50	0.04
38. Most classes deal with practical experiences and applications.	6.23	5.46 / 1.33	0.77	6.35	5.74 / 1.30	0.61	-0.28 ***
40. There are sufficient courses within my program of study available each term.	6.57	5.64 / 1.42	0.93	6.53	5.56 / 1.55	0.97	0.08

National Group Means are based on 66622 records.

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

Institutional Summary

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

	East Central College - SSI			National Community Colleges Form B			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.47	5.69 / 0.99	0.78	6.48	5.72 / 1.07	0.76	-0.03
2. Classes are scheduled at times that are convenient for me.	6.57	5.78 / 1.32	0.79	6.57	5.62 / 1.42	0.95	0.16 *
9. I am able to register for the classes I need with few conflicts.	6.58	5.54 / 1.43	1.04	6.57	5.65 / 1.47	0.92	-0.11
19. Registration processes and procedures are convenient.	6.47	5.79 / 1.24	0.68	6.46	5.78 / 1.40	0.68	0.01
29. There are convenient ways of paying my school bill.	6.32	5.72 / 1.38	0.60	6.39	5.87 / 1.37	0.52	-0.15 *
32. I am able to take care of college-related business at times that are convenient for me.	6.40	5.60 / 1.42	0.80	6.41	5.70 / 1.39	0.71	-0.10

National Group Means are based on 66622 records.

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



Institutional Summary

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

	East Central College - SSI			National Community Colleges Form B			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.25	5.42 / 1.12	0.83	6.29	5.50 / 1.18	0.79	-0.08
4. Security staff respond quickly to calls for assistance.	6.06	5.27 / 1.42	0.79	6.10	5.45 / 1.44	0.65	-0.18 *
10. Parking lots are well-lighted and secure.	6.01	5.54 / 1.42	0.47	6.16	5.60 / 1.49	0.56	-0.06
13. The campus is safe and secure for all students.	6.58	5.90 / 1.30	0.68	6.54	6.02 / 1.19	0.52	-0.12 *
21. The amount of student parking space on campus is adequate.	6.33	4.94 / 1.78	1.39	6.33	4.92 / 1.94	1.41	0.02

National Group Means are based on 66622 records.

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

Institutional Summary

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

	East Central College - SSI			National Community Colleges Form B			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.33	5.68 / 1.07	0.65	6.36	5.64 / 1.19	0.72	0.04
1. The campus staff are caring and helpful.	6.43	5.79 / 1.28	0.64	6.41	5.80 / 1.29	0.61	-0.01
20. Students are made to feel welcome here.	6.45	6.02 / 1.20	0.43	6.44	5.97 / 1.29	0.47	0.05
33. Administrators are available to hear students' concerns.	6.27	5.57 / 1.39	0.70	6.28	5.44 / 1.56	0.84	0.13
37. I seldom get the "run-around" when seeking information on this campus.	6.17	5.33 / 1.54	0.84	6.30	5.30 / 1.67	1.00	0.03

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

**Institutional Summary**  
**Items: In Sequential Order**

	East Central College - SSI			National Community Colleges Form B			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.43	5.79 / 1.28	0.64	6.41	5.80 / 1.29	0.61	-0.01
2. Classes are scheduled at times that are convenient for me.	6.57	5.78 / 1.32	0.79	6.57	5.62 / 1.42	0.95	0.16 *
3. My academic advisor is available when I need help.	6.18	5.44 / 1.46	0.74	6.25	5.51 / 1.58	0.74	-0.07
4. Security staff respond quickly to calls for assistance.	6.06	5.27 / 1.42	0.79	6.10	5.45 / 1.44	0.65	-0.18 *
5. Financial aid awards are announced in time to be helpful in college planning.	6.20	5.27 / 1.54	0.93	6.32	5.36 / 1.65	0.96	-0.09
6. Library resources and services are adequate.	6.17	5.92 / 1.24	0.25	6.15	5.88 / 1.26	0.27	0.04
7. Admissions staff provide personalized attention prior to enrollment.	6.15	5.56 / 1.32	0.59	6.14	5.46 / 1.51	0.68	0.10
8. The quality of instruction I receive in most of my classes is excellent.	6.62	5.52 / 1.35	1.10	6.64	5.79 / 1.32	0.85	-0.27 ***
9. I am able to register for the classes I need with few conflicts.	6.58	5.54 / 1.43	1.04	6.57	5.65 / 1.47	0.92	-0.11
10. Parking lots are well-lighted and secure.	6.01	5.54 / 1.42	0.47	6.16	5.60 / 1.49	0.56	-0.06
11. Counseling services are available if I need them.	5.81	5.58 / 1.27	0.23	5.95	5.55 / 1.44	0.40	0.03
12. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.76 / 1.35	0.66	6.46	5.75 / 1.43	0.71	0.01
13. The campus is safe and secure for all students.	6.58	5.90 / 1.30	0.68	6.54	6.02 / 1.19	0.52	-0.12 *
14. My academic advisor is knowledgeable about my program requirements.	6.52	5.78 / 1.44	0.74	6.52	5.71 / 1.54	0.81	0.07
15. Financial aid counseling is available if I need it.	6.28	5.71 / 1.32	0.57	6.29	5.60 / 1.51	0.69	0.11

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National Group Means are based on 66622 records.

**Institutional Summary**  
**Items: In Sequential Order**

	East Central College - SSI			National Community Colleges Form B			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. My advisor helps me apply my program of study to career goals.	6.35	5.52 / 1.53	0.83	6.36	5.47 / 1.65	0.89	0.05
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.05	5.40 / 1.33	0.65	6.13	5.38 / 1.52	0.75	0.02
18. Computer labs are adequate and accessible.	6.37	6.10 / 1.21	0.27	6.35	5.95 / 1.33	0.40	0.15 *
19. Registration processes and procedures are convenient.	6.47	5.79 / 1.24	0.68	6.46	5.78 / 1.40	0.68	0.01
20. Students are made to feel welcome here.	6.45	6.02 / 1.20	0.43	6.44	5.97 / 1.29	0.47	0.05
21. The amount of student parking space on campus is adequate.	6.33	4.94 / 1.78	1.39	6.33	4.92 / 1.94	1.41	0.02
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.32	5.39 / 1.43	0.93	6.32	5.40 / 1.61	0.92	-0.01
23. This institution helps me identify resources to finance my education.	6.30	5.42 / 1.44	0.88	6.34	5.34 / 1.64	1.00	0.08
24. The equipment in the lab facilities is kept up to date.	6.21	5.77 / 1.22	0.44	6.36	5.73 / 1.38	0.63	0.04
25. Faculty provide timely feedback about my academic progress.	6.46	5.35 / 1.51	1.11	6.46	5.55 / 1.47	0.91	-0.20 **
26. There are adequate services to help me decide upon a career.	6.30	5.42 / 1.41	0.88	6.28	5.48 / 1.47	0.80	-0.06
27. Tutoring services are readily available.	6.25	6.03 / 1.16	0.22	6.21	5.80 / 1.39	0.41	0.23 ***
28. This campus provides online access to services I need.	6.42	6.06 / 1.14	0.36	6.43	6.00 / 1.24	0.43	0.06
29. There are convenient ways of paying my school bill.	6.32	5.72 / 1.38	0.60	6.39	5.87 / 1.37	0.52	-0.15 *
30. The assessment and course placement procedures are reasonable.	6.23	5.59 / 1.36	0.64	6.26	5.67 / 1.36	0.59	-0.08

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

National Group Means are based on 66622 records.

**Institutional Summary**  
**Items: In Sequential Order**

	East Central College - SSI			National Community Colleges Form B			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Faculty use a variety of technology and media in the classroom.	5.72	5.50 / 1.30	0.22	6.06	5.81 / 1.27	0.25	-0.31 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.40	5.60 / 1.42	0.80	6.41	5.70 / 1.39	0.71	-0.10
33. Administrators are available to hear students' concerns.	6.27	5.57 / 1.39	0.70	6.28	5.44 / 1.56	0.84	0.13
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.50	5.96 / 1.23	0.54	6.42	5.92 / 1.31	0.50	0.04
35. I receive ongoing feedback about progress toward my academic goals.	6.23	4.95 / 1.56	1.28	6.31	5.26 / 1.64	1.05	-0.31 ***
36. Tuition paid is a worthwhile investment.	6.46	5.76 / 1.31	0.70	6.55	5.82 / 1.40	0.73	-0.06
37. I seldom get the "run-around" when seeking information on this campus.	6.17	5.33 / 1.54	0.84	6.30	5.30 / 1.67	1.00	0.03
38. Most classes deal with practical experiences and applications.	6.23	5.46 / 1.33	0.77	6.35	5.74 / 1.30	0.61	-0.28 ***
39. On the whole, the campus is well-maintained.	6.38	6.14 / 1.11	0.24	6.37	6.08 / 1.19	0.29	0.06
40. There are sufficient courses within my program of study available each term.	6.57	5.64 / 1.42	0.93	6.53	5.56 / 1.55	0.97	0.08
41. Campus item 1							
42. Campus item 2							
43. Campus item 3							
44. Campus item 4							
45. Campus item 5							
46. Campus item 6							

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**Institutional Summary**  
**Items: In Sequential Order**

	East Central College - SSI			National Community Colleges Form B			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Campus item 7							
48. Campus item 8							
49. Campus item 9							
50. Campus item 10							
51. Cost as factor in decision to enroll.	6.51			6.53			
52. Financial assistance as factor in decision to enroll.	6.38			6.29			
53. Academic reputation as factor in decision to enroll.	5.81			6.12			
54. Future career opportunities as factor in decision to enroll.	6.22			6.43			
55. Personal recommendations as factor in decision to enroll.	5.50			5.89			
56. Distance from campus as factor in decision to enroll.	6.22			6.17			
57. Information on the campus Web site as factor in decision to enroll.	5.31			5.86			
58. Campus visits as factor in decision to enroll.	5.02			5.40			

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**Institutional Summary**  
**Summary Items**

Summary Item	East Central 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: 4.62 1% 1% 11% 41% 22% 10% 11%	Average: 4.91 1% 1% 6% 34% 25% 13% 17%	-0.29
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: 5.23 1% 2% 7% 14% 20% 41% 11%	Average: 5.58 1% 2% 5% 10% 15% 42% 23%	-0.35
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: 5.41 1% 8% 3% 10% 12% 38% 25%	Average: 5.82 2% 3% 3% 7% 9% 31% 42%	-0.41