

Demographics

Gender	N	%	Class Level	N	%
Female	256	55.90%	1 year or less	232	50.99%
Male	202	44.10%	2 years	130	28.57%
Total	458	100.00%	3 years	62	13.63%
No Response	37		4 or more years	31	6.81%
			Total	455	100.00%
			No Response	40	
Age	N	%	Current GPA	N	%
18 and under	53	11.60%	No credits earned	43	9.60%
19 to 24	274	59.96%	1.99 or below	20	4.46%
25 to 34	79	17.29%	2.0 - 2.49	55	12.28%
35 to 44	29	6.35%	2.5 - 2.99	91	20.31%
45 and over	22	4.81%	3.0 - 3.49	134	29.91%
Total	457	100.00%	3.5 or above	105	23.44%
No Response	38		Total	448	100.00%
			No Response	47	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	15	3.33%	Associate degree	197	43.88%
American Indian or Alaskan Native	10	2.22%	Vocational/technical program	6	1.34%
Asian or Pacific Islander	12	2.67%	Transfer to another institution	206	45.88%
Caucasian/White	354	78.67%	Certification (initial / renewal)	7	1.56%
Hispanic	9	2.00%	Self-improvement/pleasure	4	0.89%
Other race	20	4.44%	Job-related training	2	0.45%
Race - Prefer not to respond	30	6.67%	Other educational goal	27	6.01%
Total	450	100.00%	Total	449	100.00%
No Response	45		No Response	46	
Current Enrollment Status	N	%	Employment	N	%
Day	338	77.88%	Full-time off campus	128	28.07%
Evening	85	19.59%	Part-time off campus	172	37.72%
Weekend	11	2.53%	Full-time on campus	11	2.41%
Total	434	100.00%	Part-time on campus	19	4.17%
No Response	61		Not employed	126	27.63%
			Total	456	100.00%
Current Class Load	N	%	No Response	39	
Full-time	264	57.89%			
Part-time	192	42.11%			
Total	456	100.00%			
No Response	39				

Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	1	0.22%	Campus item 2 - Answer 1	0	0%
Own house	107	23.41%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	179	39.17%	Campus item 2 - Answer 3	0	0%
Parent's home	136	29.76%	Campus item 2 - Answer 4	0	0%
Other residence	34	7.44%	Campus item 2 - Answer 5	0	0%
Total	457	100.00%	Campus item 2 - Answer 6	0	0%
No Response	38		Total	0	100.00%
			No Response	495	
Residence Classification			Group Code		
	N	%		N	%
In-state	428	93.65%	0001	2	0.52%
Out-of-state	5	1.09%	0003	2	0.52%
International (not U.S. citizen)	24	5.25%	0009	1	0.26%
Total	457	100.00%	0123	1	0.26%
No Response	38		0400	1	0.26%
			1000	257	67.28%
Disabilities	N	%	2000	14	3.66%
Yes - Disability	41	9.03%	3000	61	15.97%
No - Disability	413	90.97%	3019	1	0.26%
Total	454	100.00%	4000	42	10.99%
No Response	41		Total	382	100.00%
			No Response	113	
Institution Was My	N	%			
1st choice	261	57.11%			
2nd choice	140	30.63%			
3rd choice or lower	56	12.25%			
Total	457	100.00%			
No Response	38				
Institution Question	N	%			
Campus item - Answer 1	117	29.70%			
Campus item - Answer 2	113	28.68%			
Campus item - Answer 3	162	41.12%			
Campus item - Answer 4	0	0.00%			
Campus item - Answer 5	1	0.25%			
Campus item - Answer 6	1	0.25%			
Total	394	100.00%			
No Response	101				

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. Classes are scheduled at times that are convenient for me.
- 32. My academic advisor is knowledgeable about my program requirements.
- 79. Campus item 9
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 70. I am able to experience intellectual growth here.
- 80. Campus item 10
- 31. The campus is safe and secure for all students.
- 6. My academic advisor is approachable.
- 41. Admissions staff are knowledgeable.
- 68. On the whole, the campus is well-maintained.
- 34. Computer labs are adequate and accessible.
- 5. The personnel involved in registration are helpful.
- 61. Faculty are usually available after class and during office hours.
- 36. Students are made to feel welcome on this campus.
- 42. The equipment in the lab facilities is kept up to date.
- 27. The campus staff are caring and helpful.
- 28. It is an enjoyable experience to be a student on this campus.

Challenges

- 8. Classes are scheduled at times that are convenient for me.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 52. This school does whatever it can to help me reach my educational goals.
- 46. Faculty provide timely feedback about student progress in a course.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 23. Faculty are understanding of students' unique life circumstances.
- 25. My academic advisor is concerned about my success as an individual.
- 37. Faculty take into consideration student differences as they teach a course.
- 39. The amount of student parking space on campus is adequate.
- 54. Faculty are interested in my academic problems.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Community Colleges

- 6. My academic advisor is approachable.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 34. Computer labs are adequate and accessible.
- 5. The personnel involved in registration are helpful.
- 20. Financial aid counselors are helpful.
- 12. My academic advisor helps me set goals to work toward.

Lower Satisfaction vs. National Community Colleges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 70. I am able to experience intellectual growth here.
- 69. There is a good variety of courses provided on this campus.
- 66. Program requirements are clear and reasonable.
- 46. Faculty provide timely feedback about student progress in a course.
- 14. Library resources and services are adequate.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 23. Faculty are understanding of students' unique life circumstances.
- 37. Faculty take into consideration student differences as they teach a course.
- 51. There are convenient ways of paying my school bill.
- 39. The amount of student parking space on campus is adequate.

Institutional Summary
Scales: In Order of Importance

Scale	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising/Counseling	6.28	5.40 / 1.29	0.88	6.24	5.32 / 1.37	0.92	0.08
Instructional Effectiveness	6.27	5.33 / 1.06	0.94	6.27	5.51 / 1.11	0.76	-0.18 ***
Registration Effectiveness	6.24	5.43 / 1.05	0.81	6.24	5.53 / 1.07	0.71	-0.10 *
Academic Services	6.15	5.58 / 1.02	0.57	6.14	5.62 / 1.06	0.52	-0.04
Admissions and Financial Aid	6.14	5.33 / 1.16	0.81	6.16	5.30 / 1.26	0.86	0.03
Concern for the Individual	6.13	5.31 / 1.16	0.82	6.18	5.34 / 1.25	0.84	-0.03
Student Centeredness	6.06	5.46 / 1.09	0.60	6.08	5.48 / 1.18	0.60	-0.02
Campus Climate	6.03	5.35 / 1.05	0.68	6.08	5.43 / 1.11	0.65	-0.08
Safety and Security	6.01	5.03 / 1.15	0.98	6.10	5.23 / 1.20	0.87	-0.20 ***
Service Excellence	6.01	5.32 / 1.05	0.69	6.06	5.40 / 1.11	0.66	-0.08
Campus Support Services	5.41	4.83 / 1.17	0.58	5.60	5.11 / 1.23	0.49	-0.28 ***
Responsiveness to Diverse Populations		5.36 / 1.26			5.60 / 1.27		-0.24 ***

* 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 185186 records.

Institutional Summary

Items: In Order of Importance

Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. Classes are scheduled at times that are convenient for me.	6.52	5.59 / 1.45	0.93	6.47	5.52 / 1.51	0.95	0.07
32. My academic advisor is knowledgeable about my program requirements.	6.45	5.57 / 1.54	0.88	6.38	5.48 / 1.66	0.90	0.09
79. Campus item 9	6.45	5.62 / 1.38	0.83				
18. The quality of instruction I receive in most of my classes is excellent.	6.44	5.34 / 1.43	1.10	6.48	5.63 / 1.36	0.85	-0.29 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.44	5.68 / 1.38	0.76	6.40	5.78 / 1.32	0.62	-0.10
70. I am able to experience intellectual growth here.	6.44	5.70 / 1.43	0.74	6.41	5.84 / 1.32	0.57	-0.14 *
80. Campus item 10	6.44	5.62 / 1.53	0.82				
31. The campus is safe and secure for all students.	6.40	5.73 / 1.32	0.67	6.38	5.75 / 1.31	0.63	-0.02
6. My academic advisor is approachable.	6.39	5.67 / 1.56	0.72	6.30	5.49 / 1.65	0.81	0.18 *
69. There is a good variety of courses provided on this campus.	6.39	5.54 / 1.44	0.85	6.36	5.71 / 1.40	0.65	-0.17 **
87. Cost as factor in decision to enroll.	6.39			6.34			
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.37	5.46 / 1.56	0.91	6.24	5.24 / 1.68	1.00	0.22 **
15. I am able to register for classes I need with few conflicts.	6.36	5.47 / 1.44	0.89	6.42	5.47 / 1.56	0.95	0.00
52. This school does whatever it can to help me reach my educational goals.	6.36	5.28 / 1.52	1.08	6.29	5.35 / 1.52	0.94	-0.07
7. Adequate financial aid is available for most students.	6.35	5.51 / 1.57	0.84	6.31	5.37 / 1.67	0.94	0.14
41. Admissions staff are knowledgeable.	6.35	5.55 / 1.38	0.80	6.25	5.50 / 1.46	0.75	0.05

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Institutional Summary

Items: In Order of Importance

Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
68. On the whole, the campus is well-maintained.	6.35	5.96 / 1.25	0.39	6.25	5.91 / 1.28	0.34	0.05
66. Program requirements are clear and reasonable.	6.34	5.47 / 1.41	0.87	6.35	5.63 / 1.40	0.72	-0.16 *
46. Faculty provide timely feedback about student progress in a course.	6.33	5.00 / 1.58	1.33	6.28	5.37 / 1.51	0.91	-0.37 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.32	5.46 / 1.44	0.86	6.32	5.50 / 1.50	0.82	-0.04
34. Computer labs are adequate and accessible.	6.32	5.86 / 1.30	0.46	6.25	5.73 / 1.41	0.52	0.13 *
5. The personnel involved in registration are helpful.	6.31	5.71 / 1.43	0.60	6.25	5.41 / 1.59	0.84	0.30 ***
78. Campus item 8	6.31	5.39 / 1.47	0.92				
43. Class change (drop/add) policies are reasonable.	6.24	5.52 / 1.52	0.72	6.18	5.59 / 1.46	0.59	-0.07
61. Faculty are usually available after class and during office hours.	6.24	5.69 / 1.32	0.55	6.27	5.72 / 1.36	0.55	-0.03
36. Students are made to feel welcome on this campus.	6.23	5.72 / 1.31	0.51	6.24	5.70 / 1.36	0.54	0.02
14. Library resources and services are adequate.	6.22	5.53 / 1.46	0.69	6.19	5.75 / 1.33	0.44	-0.22 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.22	5.36 / 1.49	0.86	6.25	5.51 / 1.46	0.74	-0.15 *
42. The equipment in the lab facilities is kept up to date.	6.21	5.61 / 1.37	0.60	6.20	5.56 / 1.43	0.64	0.05
20. Financial aid counselors are helpful.	6.20	5.40 / 1.57	0.80	6.19	5.18 / 1.71	1.01	0.22 **
65. Students are notified early in the term if they are doing poorly in a class.	6.20	4.53 / 1.82	1.67	6.22	5.02 / 1.74	1.20	-0.49 ***

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Institutional Summary
Items: In Order of Importance

Item	Mid Michigan Community 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.	6.19	5.19 / 1.61	1.00	6.22	5.35 / 1.54	0.87	-0.16 *
25. My academic advisor is concerned about my success as an individual.	6.19	5.22 / 1.70	0.97	6.20	5.17 / 1.74	1.03	0.05
12. My academic advisor helps me set goals to work toward.	6.18	5.33 / 1.69	0.85	6.10	5.13 / 1.76	0.97	0.20 *
37. Faculty take into consideration student differences as they teach a course.	6.18	5.14 / 1.57	1.04	6.14	5.32 / 1.49	0.82	-0.18 **
51. There are convenient ways of paying my school bill.	6.18	5.39 / 1.53	0.79	6.24	5.62 / 1.46	0.62	-0.23 ***
57. Administrators are approachable to students.	6.18	5.37 / 1.47	0.81	6.12	5.43 / 1.48	0.69	-0.06
27. The campus staff are caring and helpful.	6.17	5.59 / 1.28	0.58	6.15	5.58 / 1.34	0.57	0.01
39. The amount of student parking space on campus is adequate.	6.17	4.34 / 1.98	1.83	6.21	4.69 / 1.97	1.52	-0.35 ***
28. It is an enjoyable experience to be a student on this campus.	6.14	5.57 / 1.34	0.57	6.22	5.60 / 1.44	0.62	-0.03
47. There are adequate services to help me decide upon a career.	6.14	5.22 / 1.44	0.92	6.13	5.31 / 1.52	0.82	-0.09
54. Faculty are interested in my academic problems.	6.14	5.16 / 1.46	0.98	6.11	5.29 / 1.52	0.82	-0.13
55. Academic support services adequately meet the needs of students.	6.13	5.41 / 1.35	0.72	6.12	5.41 / 1.41	0.71	0.00
64. Nearly all classes deal with practical experiences and applications.	6.13	5.22 / 1.45	0.91	6.16	5.51 / 1.39	0.65	-0.29 ***
50. Tutoring services are readily available.	6.12	5.60 / 1.41	0.52	6.11	5.60 / 1.45	0.51	0.00
53. The assessment and course placement procedures are reasonable.	6.11	5.38 / 1.42	0.73	6.12	5.47 / 1.43	0.65	-0.09

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Institutional Summary
Items: In Order of Importance

Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.11	5.39 / 1.64	0.72	6.11	5.67 / 1.46	0.44	-0.28 ***
72. Campus item 2	6.11	4.92 / 1.82	1.19				
88. Financial aid as factor in decision to enroll.	6.11			6.09			
16. The college shows concern for students as individuals.	6.10	5.17 / 1.51	0.93	6.17	5.21 / 1.58	0.96	-0.04
56. The business office is open during hours which are convenient for most students.	6.10	5.21 / 1.57	0.89	6.11	5.52 / 1.43	0.59	-0.31 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.08	5.06 / 1.67	1.02	6.19	5.11 / 1.71	1.08	-0.05
21. There are a sufficient number of study areas on campus.	6.08	5.63 / 1.44	0.45	6.09	5.59 / 1.48	0.50	0.04
60. Billing policies are reasonable.	6.08	5.25 / 1.46	0.83	6.16	5.48 / 1.46	0.68	-0.23 ***
24. Parking lots are well-lighted and secure.	6.06	5.14 / 1.58	0.92	6.16	5.33 / 1.60	0.83	-0.19 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.06	5.26 / 1.38	0.80	6.07	5.31 / 1.49	0.76	-0.05
48. Counseling staff care about students as individuals.	6.03	5.23 / 1.52	0.80	6.14	5.34 / 1.55	0.80	-0.11
2. Faculty care about me as an individual.	6.02	5.45 / 1.33	0.57	6.07	5.45 / 1.44	0.62	0.00
45. This institution has a good reputation within the community.	6.02	5.56 / 1.36	0.46	6.12	5.72 / 1.37	0.40	-0.16 *
22. People on this campus respect and are supportive of each other.	5.99	5.44 / 1.34	0.55	6.07	5.44 / 1.40	0.63	0.00
63. I seldom get the "run-around" when seeking information on this campus.	5.99	5.20 / 1.57	0.79	6.13	5.16 / 1.69	0.97	0.04
26. Library staff are helpful and approachable.	5.98	5.43 / 1.42	0.55	6.04	5.70 / 1.37	0.34	-0.27 ***

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Institutional Summary

Items: In Order of Importance

Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Channels for expressing student complaints are readily available.	5.96	4.77 / 1.65	1.19	6.01	5.00 / 1.68	1.01	-0.23 **
11. Security staff respond quickly in emergencies.	5.90	4.89 / 1.41	1.01	6.03	5.16 / 1.48	0.87	-0.27 ***
30. The career services office provides students with the help they need to get a job.	5.89	4.87 / 1.45	1.02	6.00	5.10 / 1.52	0.90	-0.23 **
9. Internships or practical experiences are provided in my degree/certificate program.	5.88	4.75 / 1.50	1.13	6.00	5.09 / 1.62	0.91	-0.34 ***
59. New student orientation services help students adjust to college.	5.85	5.02 / 1.57	0.83	5.91	5.38 / 1.51	0.53	-0.36 ***
3. The quality of instruction in the vocational/technical programs is excellent.	5.80	5.19 / 1.34	0.61	6.15	5.47 / 1.37	0.68	-0.28 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.80	5.16 / 1.44	0.64	5.90	5.28 / 1.47	0.62	-0.12
38. The student center is a comfortable place for students to spend their leisure time.	5.74	5.34 / 1.51	0.40	5.79	5.40 / 1.47	0.39	-0.06
89. Academic reputation as factor in decision to enroll.	5.68			5.91			
1. Most students feel a sense of belonging here.	5.54	5.36 / 1.34	0.18	5.62	5.38 / 1.39	0.24	-0.02
4. Security staff are helpful.	5.53	5.02 / 1.56	0.51	5.69	5.19 / 1.56	0.50	-0.17 *
75. Campus item 5	5.49	3.96 / 1.86	1.53				
44. I generally know what's happening on campus.	5.43	4.92 / 1.57	0.51	5.63	5.16 / 1.55	0.47	-0.24 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.39			5.44			

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Institutional Summary

Items: In Order of Importance

Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
93. Geographic setting as factor in decision to enroll.	5.37			5.56			
94. Campus appearance as factor in decision to enroll.	5.23			5.24			
71. Campus item 1	5.22	4.58 / 1.94	0.64				
73. Campus item 3	5.12	4.68 / 1.54	0.44				
90. Size of institution as factor in decision to enroll.	5.11			5.21			
77. Campus item 7	5.06	3.70 / 1.72	1.36				
74. Campus item 4	4.95	4.59 / 1.57	0.36				
19. This campus provides effective support services for displaced homemakers.	4.90	4.62 / 1.38	0.28	5.30	4.90 / 1.45	0.40	-0.28 ***
76. Campus item 6	4.87	4.50 / 1.46	0.37				
17. Personnel in the Veterans' Services program are helpful.	4.75	4.52 / 1.29	0.23	5.03	4.82 / 1.46	0.21	-0.30 ***
92. Recommendations from family/friends as factor in decision to enroll.	4.71			4.95			
10. Child care facilities are available on campus.	4.09	3.87 / 1.64	0.22	4.54	4.44 / 1.75	0.10	-0.57 ***
91. Opportunity to play sports as factor in decision to enroll.	3.36			3.52			
81. Institution's commitment to part-time students?		5.53 / 1.44			5.69 / 1.36		-0.16 *
82. Institution's commitment to evening students?		5.44 / 1.44			5.57 / 1.45		-0.13
83. Institution's commitment to older, returning learners?		5.36 / 1.48			5.67 / 1.42		-0.31 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 185186 records.

Institutional Summary
Items: In Order of Importance

Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
84. Institution's commitment to under-represented populations?		5.18 / 1.47			5.51 / 1.41		-0.33 ***
85. Institution's commitment to commuters?		5.31 / 1.49			5.49 / 1.48		-0.18 *
86. Institution's commitment to students with disabilities?		5.28 / 1.52			5.65 / 1.41		-0.37 ***

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

National Group Means are based on 185186 records.

Institutional Summary

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

Scale/Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.28	5.40 / 1.29	0.88	6.24	5.32 / 1.37	0.92	0.08
6. My academic advisor is approachable.	6.39	5.67 / 1.56	0.72	6.30	5.49 / 1.65	0.81	0.18 *
12. My academic advisor helps me set goals to work toward.	6.18	5.33 / 1.69	0.85	6.10	5.13 / 1.76	0.97	0.20 *
25. My academic advisor is concerned about my success as an individual.	6.19	5.22 / 1.70	0.97	6.20	5.17 / 1.74	1.03	0.05
32. My academic advisor is knowledgeable about my program requirements.	6.45	5.57 / 1.54	0.88	6.38	5.48 / 1.66	0.90	0.09
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.37	5.46 / 1.56	0.91	6.24	5.24 / 1.68	1.00	0.22 **
48. Counseling staff care about students as individuals.	6.03	5.23 / 1.52	0.80	6.14	5.34 / 1.55	0.80	-0.11
52. This school does whatever it can to help me reach my educational goals.	6.36	5.28 / 1.52	1.08	6.29	5.35 / 1.52	0.94	-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 185186 records.

Institutional Summary

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

Scale/Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.15	5.58 / 1.02	0.57	6.14	5.62 / 1.06	0.52	-0.04
14. Library resources and services are adequate.	6.22	5.53 / 1.46	0.69	6.19	5.75 / 1.33	0.44	-0.22 ***
21. There are a sufficient number of study areas on campus.	6.08	5.63 / 1.44	0.45	6.09	5.59 / 1.48	0.50	0.04
26. Library staff are helpful and approachable.	5.98	5.43 / 1.42	0.55	6.04	5.70 / 1.37	0.34	-0.27 ***
34. Computer labs are adequate and accessible.	6.32	5.86 / 1.30	0.46	6.25	5.73 / 1.41	0.52	0.13 *
42. The equipment in the lab facilities is kept up to date.	6.21	5.61 / 1.37	0.60	6.20	5.56 / 1.43	0.64	0.05
50. Tutoring services are readily available.	6.12	5.60 / 1.41	0.52	6.11	5.60 / 1.45	0.51	0.00
55. Academic support services adequately meet the needs of students.	6.13	5.41 / 1.35	0.72	6.12	5.41 / 1.41	0.71	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 185186 records.

Institutional Summary

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

Scale/Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.14	5.33 / 1.16	0.81	6.16	5.30 / 1.26	0.86	0.03
7. Adequate financial aid is available for most students.	6.35	5.51 / 1.57	0.84	6.31	5.37 / 1.67	0.94	0.14
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.08	5.06 / 1.67	1.02	6.19	5.11 / 1.71	1.08	-0.05
20. Financial aid counselors are helpful.	6.20	5.40 / 1.57	0.80	6.19	5.18 / 1.71	1.01	0.22 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.80	5.16 / 1.44	0.64	5.90	5.28 / 1.47	0.62	-0.12
41. Admissions staff are knowledgeable.	6.35	5.55 / 1.38	0.80	6.25	5.50 / 1.46	0.75	0.05
49. Admissions counselors respond to prospective students' unique needs and requests.	6.06	5.26 / 1.38	0.80	6.07	5.31 / 1.49	0.76	-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 185186 records.

Institutional Summary

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

Scale/Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.03	5.35 / 1.05	0.68	6.08	5.43 / 1.11	0.65	-0.08
1. Most students feel a sense of belonging here.	5.54	5.36 / 1.34	0.18	5.62	5.38 / 1.39	0.24	-0.02
2. Faculty care about me as an individual.	6.02	5.45 / 1.33	0.57	6.07	5.45 / 1.44	0.62	0.00
16. The college shows concern for students as individuals.	6.10	5.17 / 1.51	0.93	6.17	5.21 / 1.58	0.96	-0.04
22. People on this campus respect and are supportive of each other.	5.99	5.44 / 1.34	0.55	6.07	5.44 / 1.40	0.63	0.00
27. The campus staff are caring and helpful.	6.17	5.59 / 1.28	0.58	6.15	5.58 / 1.34	0.57	0.01
28. It is an enjoyable experience to be a student on this campus.	6.14	5.57 / 1.34	0.57	6.22	5.60 / 1.44	0.62	-0.03
31. The campus is safe and secure for all students.	6.40	5.73 / 1.32	0.67	6.38	5.75 / 1.31	0.63	-0.02
36. Students are made to feel welcome on this campus.	6.23	5.72 / 1.31	0.51	6.24	5.70 / 1.36	0.54	0.02
44. I generally know what's happening on campus.	5.43	4.92 / 1.57	0.51	5.63	5.16 / 1.55	0.47	-0.24 ***
45. This institution has a good reputation within the community.	6.02	5.56 / 1.36	0.46	6.12	5.72 / 1.37	0.40	-0.16 *
52. This school does whatever it can to help me reach my educational goals.	6.36	5.28 / 1.52	1.08	6.29	5.35 / 1.52	0.94	-0.07
57. Administrators are approachable to students.	6.18	5.37 / 1.47	0.81	6.12	5.43 / 1.48	0.69	-0.06
59. New student orientation services help students adjust to college.	5.85	5.02 / 1.57	0.83	5.91	5.38 / 1.51	0.53	-0.36 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.99	5.20 / 1.57	0.79	6.13	5.16 / 1.69	0.97	0.04
67. Channels for expressing student complaints are readily available.	5.96	4.77 / 1.65	1.19	6.01	5.00 / 1.68	1.01	-0.23 **

* 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 185186 records.

Institutional Summary

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

Scale/Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.41	4.83 / 1.17	0.58	5.60	5.11 / 1.23	0.49	-0.28 ***
10. Child care facilities are available on campus.	4.09	3.87 / 1.64	0.22	4.54	4.44 / 1.75	0.10	-0.57 ***
17. Personnel in the Veterans' Services program are helpful.	4.75	4.52 / 1.29	0.23	5.03	4.82 / 1.46	0.21	-0.30 ***
19. This campus provides effective support services for displaced homemakers.	4.90	4.62 / 1.38	0.28	5.30	4.90 / 1.45	0.40	-0.28 ***
30. The career services office provides students with the help they need to get a job.	5.89	4.87 / 1.45	1.02	6.00	5.10 / 1.52	0.90	-0.23 **
38. The student center is a comfortable place for students to spend their leisure time.	5.74	5.34 / 1.51	0.40	5.79	5.40 / 1.47	0.39	-0.06
47. There are adequate services to help me decide upon a career.	6.14	5.22 / 1.44	0.92	6.13	5.31 / 1.52	0.82	-0.09
59. New student orientation services help students adjust to college.	5.85	5.02 / 1.57	0.83	5.91	5.38 / 1.51	0.53	-0.36 ***

* 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 185186 records.

Institutional Summary

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

Scale/Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.13	5.31 / 1.16	0.82	6.18	5.34 / 1.25	0.84	-0.03
2. Faculty care about me as an individual.	6.02	5.45 / 1.33	0.57	6.07	5.45 / 1.44	0.62	0.00
16. The college shows concern for students as individuals.	6.10	5.17 / 1.51	0.93	6.17	5.21 / 1.58	0.96	-0.04
25. My academic advisor is concerned about my success as an individual.	6.19	5.22 / 1.70	0.97	6.20	5.17 / 1.74	1.03	0.05
29. Faculty are fair and unbiased in their treatment of individual students.	6.32	5.46 / 1.44	0.86	6.32	5.50 / 1.50	0.82	-0.04
48. Counseling staff care about students as individuals.	6.03	5.23 / 1.52	0.80	6.14	5.34 / 1.55	0.80	-0.11

* 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 185186 records.

Institutional Summary

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

Scale/Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.27	5.33 / 1.06	0.94	6.27	5.51 / 1.11	0.76	-0.18 ***
2. Faculty care about me as an individual.	6.02	5.45 / 1.33	0.57	6.07	5.45 / 1.44	0.62	0.00
18. The quality of instruction I receive in most of my classes is excellent.	6.44	5.34 / 1.43	1.10	6.48	5.63 / 1.36	0.85	-0.29 ***
23. Faculty are understanding of students' unique life circumstances.	6.19	5.19 / 1.61	1.00	6.22	5.35 / 1.54	0.87	-0.16 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.32	5.46 / 1.44	0.86	6.32	5.50 / 1.50	0.82	-0.04
37. Faculty take into consideration student differences as they teach a course.	6.18	5.14 / 1.57	1.04	6.14	5.32 / 1.49	0.82	-0.18 **
46. Faculty provide timely feedback about student progress in a course.	6.33	5.00 / 1.58	1.33	6.28	5.37 / 1.51	0.91	-0.37 ***
54. Faculty are interested in my academic problems.	6.14	5.16 / 1.46	0.98	6.11	5.29 / 1.52	0.82	-0.13
58. Nearly all of the faculty are knowledgeable in their fields.	6.44	5.68 / 1.38	0.76	6.40	5.78 / 1.32	0.62	-0.10
61. Faculty are usually available after class and during office hours.	6.24	5.69 / 1.32	0.55	6.27	5.72 / 1.36	0.55	-0.03
64. Nearly all classes deal with practical experiences and applications.	6.13	5.22 / 1.45	0.91	6.16	5.51 / 1.39	0.65	-0.29 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.20	4.53 / 1.82	1.67	6.22	5.02 / 1.74	1.20	-0.49 ***
66. Program requirements are clear and reasonable.	6.34	5.47 / 1.41	0.87	6.35	5.63 / 1.40	0.72	-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 185186 records.

Institutional Summary

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

Scale/Item	Mid Michigan Community 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.	6.39	5.54 / 1.44	0.85	6.36	5.71 / 1.40	0.65	-0.17 **
70. I am able to experience intellectual growth here.	6.44	5.70 / 1.43	0.74	6.41	5.84 / 1.32	0.57	-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 185186 records.

Institutional Summary

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

Scale/Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.24	5.43 / 1.05	0.81	6.24	5.53 / 1.07	0.71	-0.10 *
5. The personnel involved in registration are helpful.	6.31	5.71 / 1.43	0.60	6.25	5.41 / 1.59	0.84	0.30 ***
8. Classes are scheduled at times that are convenient for me.	6.52	5.59 / 1.45	0.93	6.47	5.52 / 1.51	0.95	0.07
15. I am able to register for classes I need with few conflicts.	6.36	5.47 / 1.44	0.89	6.42	5.47 / 1.56	0.95	0.00
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.22	5.36 / 1.49	0.86	6.25	5.51 / 1.46	0.74	-0.15 *
43. Class change (drop/add) policies are reasonable.	6.24	5.52 / 1.52	0.72	6.18	5.59 / 1.46	0.59	-0.07
51. There are convenient ways of paying my school bill.	6.18	5.39 / 1.53	0.79	6.24	5.62 / 1.46	0.62	-0.23 ***
56. The business office is open during hours which are convenient for most students.	6.10	5.21 / 1.57	0.89	6.11	5.52 / 1.43	0.59	-0.31 ***
60. Billing policies are reasonable.	6.08	5.25 / 1.46	0.83	6.16	5.48 / 1.46	0.68	-0.23 ***
62. Bookstore staff are helpful.	6.11	5.39 / 1.64	0.72	6.11	5.67 / 1.46	0.44	-0.28 ***

* 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 185186 records.

Institutional Summary

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

Scale/Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.36 / 1.26			5.60 / 1.27		-0.24 ***
81. Institution's commitment to part-time students?		5.53 / 1.44			5.69 / 1.36		-0.16 *
82. Institution's commitment to evening students?		5.44 / 1.44			5.57 / 1.45		-0.13
83. Institution's commitment to older, returning learners?		5.36 / 1.48			5.67 / 1.42		-0.31 ***
84. Institution's commitment to under-represented populations?		5.18 / 1.47			5.51 / 1.41		-0.33 ***
85. Institution's commitment to commuters?		5.31 / 1.49			5.49 / 1.48		-0.18 *
86. Institution's commitment to students with disabilities?		5.28 / 1.52			5.65 / 1.41		-0.37 ***

* 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 185186 records.

Institutional Summary

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

Scale/Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.01	5.03 / 1.15	0.98	6.10	5.23 / 1.20	0.87	-0.20 ***
4. Security staff are helpful.	5.53	5.02 / 1.56	0.51	5.69	5.19 / 1.56	0.50	-0.17 *
11. Security staff respond quickly in emergencies.	5.90	4.89 / 1.41	1.01	6.03	5.16 / 1.48	0.87	-0.27 ***
24. Parking lots are well-lighted and secure.	6.06	5.14 / 1.58	0.92	6.16	5.33 / 1.60	0.83	-0.19 *
31. The campus is safe and secure for all students.	6.40	5.73 / 1.32	0.67	6.38	5.75 / 1.31	0.63	-0.02
39. The amount of student parking space on campus is adequate.	6.17	4.34 / 1.98	1.83	6.21	4.69 / 1.97	1.52	-0.35 ***

* 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 185186 records.

Institutional Summary

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

Scale/Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.01	5.32 / 1.05	0.69	6.06	5.40 / 1.11	0.66	-0.08
5. The personnel involved in registration are helpful.	6.31	5.71 / 1.43	0.60	6.25	5.41 / 1.59	0.84	0.30 ***
22. People on this campus respect and are supportive of each other.	5.99	5.44 / 1.34	0.55	6.07	5.44 / 1.40	0.63	0.00
26. Library staff are helpful and approachable.	5.98	5.43 / 1.42	0.55	6.04	5.70 / 1.37	0.34	-0.27 ***
27. The campus staff are caring and helpful.	6.17	5.59 / 1.28	0.58	6.15	5.58 / 1.34	0.57	0.01
44. I generally know what's happening on campus.	5.43	4.92 / 1.57	0.51	5.63	5.16 / 1.55	0.47	-0.24 ***
57. Administrators are approachable to students.	6.18	5.37 / 1.47	0.81	6.12	5.43 / 1.48	0.69	-0.06
62. Bookstore staff are helpful.	6.11	5.39 / 1.64	0.72	6.11	5.67 / 1.46	0.44	-0.28 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.99	5.20 / 1.57	0.79	6.13	5.16 / 1.69	0.97	0.04
67. Channels for expressing student complaints are readily available.	5.96	4.77 / 1.65	1.19	6.01	5.00 / 1.68	1.01	-0.23 **

* 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 185186 records.

Institutional Summary

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

Scale/Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.06	5.46 / 1.09	0.60	6.08	5.48 / 1.18	0.60	-0.02
1. Most students feel a sense of belonging here.	5.54	5.36 / 1.34	0.18	5.62	5.38 / 1.39	0.24	-0.02
16. The college shows concern for students as individuals.	6.10	5.17 / 1.51	0.93	6.17	5.21 / 1.58	0.96	-0.04
27. The campus staff are caring and helpful.	6.17	5.59 / 1.28	0.58	6.15	5.58 / 1.34	0.57	0.01
28. It is an enjoyable experience to be a student on this campus.	6.14	5.57 / 1.34	0.57	6.22	5.60 / 1.44	0.62	-0.03
36. Students are made to feel welcome on this campus.	6.23	5.72 / 1.31	0.51	6.24	5.70 / 1.36	0.54	0.02
57. Administrators are approachable to students.	6.18	5.37 / 1.47	0.81	6.12	5.43 / 1.48	0.69	-0.06

* 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 185186 records.

Institutional Summary

Items: In Sequential Order

Item	Mid Michigan Community 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.	5.54	5.36 / 1.34	0.18	5.62	5.38 / 1.39	0.24	-0.02
2. Faculty care about me as an individual.	6.02	5.45 / 1.33	0.57	6.07	5.45 / 1.44	0.62	0.00
3. The quality of instruction in the vocational/technical programs is excellent.	5.80	5.19 / 1.34	0.61	6.15	5.47 / 1.37	0.68	-0.28 ***
4. Security staff are helpful.	5.53	5.02 / 1.56	0.51	5.69	5.19 / 1.56	0.50	-0.17 *
5. The personnel involved in registration are helpful.	6.31	5.71 / 1.43	0.60	6.25	5.41 / 1.59	0.84	0.30 ***
6. My academic advisor is approachable.	6.39	5.67 / 1.56	0.72	6.30	5.49 / 1.65	0.81	0.18 *
7. Adequate financial aid is available for most students.	6.35	5.51 / 1.57	0.84	6.31	5.37 / 1.67	0.94	0.14
8. Classes are scheduled at times that are convenient for me.	6.52	5.59 / 1.45	0.93	6.47	5.52 / 1.51	0.95	0.07
9. Internships or practical experiences are provided in my degree/certificate program.	5.88	4.75 / 1.50	1.13	6.00	5.09 / 1.62	0.91	-0.34 ***
10. Child care facilities are available on campus.	4.09	3.87 / 1.64	0.22	4.54	4.44 / 1.75	0.10	-0.57 ***
11. Security staff respond quickly in emergencies.	5.90	4.89 / 1.41	1.01	6.03	5.16 / 1.48	0.87	-0.27 ***
12. My academic advisor helps me set goals to work toward.	6.18	5.33 / 1.69	0.85	6.10	5.13 / 1.76	0.97	0.20 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.08	5.06 / 1.67	1.02	6.19	5.11 / 1.71	1.08	-0.05
14. Library resources and services are adequate.	6.22	5.53 / 1.46	0.69	6.19	5.75 / 1.33	0.44	-0.22 ***
15. I am able to register for classes I need with few conflicts.	6.36	5.47 / 1.44	0.89	6.42	5.47 / 1.56	0.95	0.00
16. The college shows concern for students as individuals.	6.10	5.17 / 1.51	0.93	6.17	5.21 / 1.58	0.96	-0.04

* 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 185186 records.

Institutional Summary

Items: In Sequential Order

Item	Mid Michigan Community 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.	4.75	4.52 / 1.29	0.23	5.03	4.82 / 1.46	0.21	-0.30 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.44	5.34 / 1.43	1.10	6.48	5.63 / 1.36	0.85	-0.29 ***
19. This campus provides effective support services for displaced homemakers.	4.90	4.62 / 1.38	0.28	5.30	4.90 / 1.45	0.40	-0.28 ***
20. Financial aid counselors are helpful.	6.20	5.40 / 1.57	0.80	6.19	5.18 / 1.71	1.01	0.22 **
21. There are a sufficient number of study areas on campus.	6.08	5.63 / 1.44	0.45	6.09	5.59 / 1.48	0.50	0.04
22. People on this campus respect and are supportive of each other.	5.99	5.44 / 1.34	0.55	6.07	5.44 / 1.40	0.63	0.00
23. Faculty are understanding of students' unique life circumstances.	6.19	5.19 / 1.61	1.00	6.22	5.35 / 1.54	0.87	-0.16 *
24. Parking lots are well-lighted and secure.	6.06	5.14 / 1.58	0.92	6.16	5.33 / 1.60	0.83	-0.19 *
25. My academic advisor is concerned about my success as an individual.	6.19	5.22 / 1.70	0.97	6.20	5.17 / 1.74	1.03	0.05
26. Library staff are helpful and approachable.	5.98	5.43 / 1.42	0.55	6.04	5.70 / 1.37	0.34	-0.27 ***
27. The campus staff are caring and helpful.	6.17	5.59 / 1.28	0.58	6.15	5.58 / 1.34	0.57	0.01
28. It is an enjoyable experience to be a student on this campus.	6.14	5.57 / 1.34	0.57	6.22	5.60 / 1.44	0.62	-0.03
29. Faculty are fair and unbiased in their treatment of individual students.	6.32	5.46 / 1.44	0.86	6.32	5.50 / 1.50	0.82	-0.04
30. The career services office provides students with the help they need to get a job.	5.89	4.87 / 1.45	1.02	6.00	5.10 / 1.52	0.90	-0.23 **
31. The campus is safe and secure for all students.	6.40	5.73 / 1.32	0.67	6.38	5.75 / 1.31	0.63	-0.02

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 *** Difference statistically significant at the .001 level

National Group Means are based on 185186 records.

Institutional Summary

Items: In Sequential Order

Item	Mid Michigan Community 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.	6.45	5.57 / 1.54	0.88	6.38	5.48 / 1.66	0.90	0.09
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.80	5.16 / 1.44	0.64	5.90	5.28 / 1.47	0.62	-0.12
34. Computer labs are adequate and accessible.	6.32	5.86 / 1.30	0.46	6.25	5.73 / 1.41	0.52	0.13 *
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.22	5.36 / 1.49	0.86	6.25	5.51 / 1.46	0.74	-0.15 *
36. Students are made to feel welcome on this campus.	6.23	5.72 / 1.31	0.51	6.24	5.70 / 1.36	0.54	0.02
37. Faculty take into consideration student differences as they teach a course.	6.18	5.14 / 1.57	1.04	6.14	5.32 / 1.49	0.82	-0.18 **
38. The student center is a comfortable place for students to spend their leisure time.	5.74	5.34 / 1.51	0.40	5.79	5.40 / 1.47	0.39	-0.06
39. The amount of student parking space on campus is adequate.	6.17	4.34 / 1.98	1.83	6.21	4.69 / 1.97	1.52	-0.35 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.37	5.46 / 1.56	0.91	6.24	5.24 / 1.68	1.00	0.22 **
41. Admissions staff are knowledgeable.	6.35	5.55 / 1.38	0.80	6.25	5.50 / 1.46	0.75	0.05
42. The equipment in the lab facilities is kept up to date.	6.21	5.61 / 1.37	0.60	6.20	5.56 / 1.43	0.64	0.05
43. Class change (drop/add) policies are reasonable.	6.24	5.52 / 1.52	0.72	6.18	5.59 / 1.46	0.59	-0.07
44. I generally know what's happening on campus.	5.43	4.92 / 1.57	0.51	5.63	5.16 / 1.55	0.47	-0.24 ***
45. This institution has a good reputation within the community.	6.02	5.56 / 1.36	0.46	6.12	5.72 / 1.37	0.40	-0.16 *
46. Faculty provide timely feedback about student progress in a course.	6.33	5.00 / 1.58	1.33	6.28	5.37 / 1.51	0.91	-0.37 ***

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Institutional Summary

Items: In Sequential Order

Item	Mid Michigan Community 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.	6.14	5.22 / 1.44	0.92	6.13	5.31 / 1.52	0.82	-0.09
48. Counseling staff care about students as individuals.	6.03	5.23 / 1.52	0.80	6.14	5.34 / 1.55	0.80	-0.11
49. Admissions counselors respond to prospective students' unique needs and requests.	6.06	5.26 / 1.38	0.80	6.07	5.31 / 1.49	0.76	-0.05
50. Tutoring services are readily available.	6.12	5.60 / 1.41	0.52	6.11	5.60 / 1.45	0.51	0.00
51. There are convenient ways of paying my school bill.	6.18	5.39 / 1.53	0.79	6.24	5.62 / 1.46	0.62	-0.23 ***
52. This school does whatever it can to help me reach my educational goals.	6.36	5.28 / 1.52	1.08	6.29	5.35 / 1.52	0.94	-0.07
53. The assessment and course placement procedures are reasonable.	6.11	5.38 / 1.42	0.73	6.12	5.47 / 1.43	0.65	-0.09
54. Faculty are interested in my academic problems.	6.14	5.16 / 1.46	0.98	6.11	5.29 / 1.52	0.82	-0.13
55. Academic support services adequately meet the needs of students.	6.13	5.41 / 1.35	0.72	6.12	5.41 / 1.41	0.71	0.00
56. The business office is open during hours which are convenient for most students.	6.10	5.21 / 1.57	0.89	6.11	5.52 / 1.43	0.59	-0.31 ***
57. Administrators are approachable to students.	6.18	5.37 / 1.47	0.81	6.12	5.43 / 1.48	0.69	-0.06
58. Nearly all of the faculty are knowledgeable in their fields.	6.44	5.68 / 1.38	0.76	6.40	5.78 / 1.32	0.62	-0.10
59. New student orientation services help students adjust to college.	5.85	5.02 / 1.57	0.83	5.91	5.38 / 1.51	0.53	-0.36 ***
60. Billing policies are reasonable.	6.08	5.25 / 1.46	0.83	6.16	5.48 / 1.46	0.68	-0.23 ***
61. Faculty are usually available after class and during office hours.	6.24	5.69 / 1.32	0.55	6.27	5.72 / 1.36	0.55	-0.03

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Institutional Summary

Items: In Sequential Order

Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.11	5.39 / 1.64	0.72	6.11	5.67 / 1.46	0.44	-0.28 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.99	5.20 / 1.57	0.79	6.13	5.16 / 1.69	0.97	0.04
64. Nearly all classes deal with practical experiences and applications.	6.13	5.22 / 1.45	0.91	6.16	5.51 / 1.39	0.65	-0.29 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.20	4.53 / 1.82	1.67	6.22	5.02 / 1.74	1.20	-0.49 ***
66. Program requirements are clear and reasonable.	6.34	5.47 / 1.41	0.87	6.35	5.63 / 1.40	0.72	-0.16 *
67. Channels for expressing student complaints are readily available.	5.96	4.77 / 1.65	1.19	6.01	5.00 / 1.68	1.01	-0.23 **
68. On the whole, the campus is well-maintained.	6.35	5.96 / 1.25	0.39	6.25	5.91 / 1.28	0.34	0.05
69. There is a good variety of courses provided on this campus.	6.39	5.54 / 1.44	0.85	6.36	5.71 / 1.40	0.65	-0.17 **
70. I am able to experience intellectual growth here.	6.44	5.70 / 1.43	0.74	6.41	5.84 / 1.32	0.57	-0.14 *
71. Campus item 1	5.22	4.58 / 1.94	0.64				
72. Campus item 2	6.11	4.92 / 1.82	1.19				
73. Campus item 3	5.12	4.68 / 1.54	0.44				
74. Campus item 4	4.95	4.59 / 1.57	0.36				
75. Campus item 5	5.49	3.96 / 1.86	1.53				
76. Campus item 6	4.87	4.50 / 1.46	0.37				
77. Campus item 7	5.06	3.70 / 1.72	1.36				

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Institutional Summary

Items: In Sequential Order

Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
78. Campus item 8	6.31	5.39 / 1.47	0.92				
79. Campus item 9	6.45	5.62 / 1.38	0.83				
80. Campus item 10	6.44	5.62 / 1.53	0.82				
81. Institution's commitment to part-time students?		5.53 / 1.44			5.69 / 1.36		-0.16 *
82. Institution's commitment to evening students?		5.44 / 1.44			5.57 / 1.45		-0.13
83. Institution's commitment to older, returning learners?		5.36 / 1.48			5.67 / 1.42		-0.31 ***
84. Institution's commitment to under-represented populations?		5.18 / 1.47			5.51 / 1.41		-0.33 ***
85. Institution's commitment to commuters?		5.31 / 1.49			5.49 / 1.48		-0.18 *
86. Institution's commitment to students with disabilities?		5.28 / 1.52			5.65 / 1.41		-0.37 ***
87. Cost as factor in decision to enroll.	6.39			6.34			
88. Financial aid as factor in decision to enroll.	6.11			6.09			
89. Academic reputation as factor in decision to enroll.	5.68			5.91			
90. Size of institution as factor in decision to enroll.	5.11			5.21			
91. Opportunity to play sports as factor in decision to enroll.	3.36			3.52			
92. Recommendations from family/friends as factor in decision to enroll.	4.71			4.95			
93. Geographic setting as factor in decision to enroll.	5.37			5.56			

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Institutional Summary

Items: In Sequential Order

Item	Mid Michigan Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Campus appearance as factor in decision to enroll.	5.23			5.24			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.39			5.44			

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Institutional Summary

Summary Items

Summary Item	Mid Michigan Community College - SSI	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.79	Average: 4.86	-0.07
1=Much worse than expected	1%	1%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	6%	6%	
4=About what I expected	37%	34%	
5=Better than I expected	26%	25%	
6=Quite a bit better than I expected	13%	13%	
7=Much better than expected	13%	16%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.39	Average: 5.51	-0.12
1=Not satisfied at all	1%	1%	
2=Not very satisfied	1%	2%	
3=Somewhat dissatisfied	7%	5%	
4=Neutral	10%	10%	
5=Somewhat satisfied	19%	16%	
6=Satisfied	44%	40%	
7=Very satisfied	15%	22%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.70	Average: 5.74	-0.04
1=Definitely not	1%	2%	
2=Probably not	3%	4%	
3=Maybe not	3%	3%	
4=I don't know	9%	8%	
5=Maybe yes	11%	10%	
6=Probably yes	37%	30%	
7=Definitely yes	32%	40%	