

Demographics

Gender		N	%	Class Level		N	%
Female		194	63.19%	1 year or less		178	57.61%
Male		113	36.81%	2 years		85	27.51%
Total		307	100.00%	3 years		31	10.03%
No Response		17		4 or more years		15	4.85%
				Total		309	100.00%
				No Response		15	

Age		N	%	Current GPA		N	%
18 and under		101	32.58%	No credits earned		58	19.14%
19 to 24		163	52.58%	1.99 or below		5	1.65%
25 to 34		29	9.35%	2.0 - 2.49		22	7.26%
35 to 44		12	3.87%	2.5 - 2.99		41	13.53%
45 and over		5	1.61%	3.0 - 3.49		79	26.07%
Total		310	100.00%	3.5 or above		98	32.34%
No Response		14		Total		303	100.00%
				No Response		21	

Ethnicity/Race		N	%	Educational Goal		N	%
African-American		5	1.62%	Associate degree		101	33.01%
American Indian or Alaskan Native		2	0.65%	Vocational/technical program		4	1.31%
Asian or Pacific Islander		2	0.65%	Transfer to another institution		175	57.19%
Caucasian/White		263	85.39%	Certification (initial / renewal)		2	0.65%
Hispanic		8	2.60%	Self-improvement/pleasure		6	1.96%
Other race		9	2.92%	Job-related training		4	1.31%
Race - Prefer not to respond		19	6.17%	Other educational goal		14	4.58%
Total		308	100.00%	Total		306	100.00%
No Response		16		No Response		18	

Current Enrollment Status		N	%	Employment		N	%
Day		261	90.31%	Full-time off campus		79	25.65%
Evening		28	9.69%	Part-time off campus		141	45.78%
Weekend		0	0.00%	Full-time on campus		2	0.65%
Total		289	100.00%	Part-time on campus		10	3.25%
No Response		35		Not employed		76	24.68%
				Total		308	100.00%
				No Response		16	

Current Class Load		N	%
Full-time		183	59.42%
Part-time		125	40.58%
Total		308	100.00%
No Response		16	

Demographics

Current Residence			What is your preferred format for taking courses at MMCC?		
	N	%		N	%
Residence hall	6	1.94%	Face-to-Face in class	151	58.08%
Own house	50	16.13%	Fully online	30	11.54%
Rent room or apt off campus	105	33.87%	Hybrid -- part online and part in class	53	20.38%
Parent's home	134	43.23%	No preference	25	9.62%
Other residence	15	4.84%	Campus item - Answer 5	0	0.00%
Total	310	100.00%	Campus item - Answer 6	1	0.38%
No Response	14		Total	260	100.00%
			No Response	64	
Residence Classification			If you could complete your entire academic program at MMCC online, would you do so?		
	N	%		N	%
In-state	296	96.10%	Yes	18	39.13%
Out-of-state	7	2.27%	Maybe	15	32.61%
International (not U.S. citizen)	5	1.62%	No	13	28.26%
Total	308	100.00%	Campus item 2 - Answer 4	0	0.00%
No Response	16		Campus item 2 - Answer 5	0	0.00%
			Campus item 2 - Answer 6	0	0.00%
Disabilities	N	%	Total	46	100.00%
Yes - Disability	26	8.44%	No Response	278	
No - Disability	282	91.56%			
Total	308	100.00%			
No Response	16				
Institution Was My	N	%	Group Code	N	%
1st choice	189	61.97%	0012	1	0.37%
2nd choice	91	29.84%	0015	1	0.37%
3rd choice or lower	25	8.20%	0019	1	0.37%
Total	305	100.00%	0020	1	0.37%
No Response	19		0023	1	0.37%
			0027	2	0.74%
			0029	1	0.37%
			1000	2	0.74%
			1001: Accounting	12	4.44%
			1002: Automotive Technology	1	0.37%
			1003: Business	24	8.89%
			1004: Business Information Systems (BIS)	2	0.74%
			1005: Computer Aided Drafting and Design (CAD)	1	0.37%
			1006: Computer Information Systems (CIS)	7	2.59%
			1007: Criminal Justice: Corrections	5	1.85%
			1008: Criminal Justice: Pre-Service	7	2.59%

Demographics

1009: Early Childhood Education (ECE)	9	3.33%
1010: Graphic Design	2	0.74%
1011: Heating/Refrigeration/AC (HRA or HVAC)	2	0.74%
1014: Medical Assistant	5	1.85%
1015: Nursing	30	11.11%
1017: Physical Therapist Assistant	11	4.07%
1018	2	0.74%
1019	5	1.85%
1020	2	0.74%
1021: Transfer: Liberal Studies	55	20.37%
1022: Transfer: Business Studies	23	8.52%
1023: Transfer: Health Sciences	26	9.63%
1024: Transfer: Visual Arts	4	1.48%
1025: Transfer: Math and Sciences Studies	21	7.78%
1026: Transfer: Criminal Justice Law Enforcement	3	1.11%
2000	1	0.37%
Total	270	100.00%
No Response	54	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 32. My academic advisor is knowledgeable about my program requirements.
- 8. Classes are scheduled at times that are convenient for me.
- 75. Campus item: I feel that the education I receive at MMCC will prepare me to transfer.
- 15. I am able to register for classes I need with few conflicts.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 31. The campus is safe and secure for all students.
- 70. I am able to experience intellectual growth here.
- 74. Campus item: MMCC's cost makes it an exceptional value.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 6. My academic advisor is approachable.
- 69. There is a good variety of courses provided on this campus.
- 68. On the whole, the campus is well-maintained.
- 14. Library resources and services are adequate.
- 61. Faculty are usually available after class and during office hours.
- 36. Students are made to feel welcome on this campus.
- 41. Admissions staff are knowledgeable.
- 27. The campus staff are caring and helpful.
- 21. There are a sufficient number of study areas on campus.
- 34. Computer labs are adequate and accessible.

Challenges

- 76. Campus item: I feel that the education I receive at MMCC will prepare me to get a job.
- 66. Program requirements are clear and reasonable.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 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.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 7. Adequate financial aid is available for most students.
- 37. Faculty take into consideration student differences as they teach a course.
- 39. The amount of student parking space on campus is adequate.
- 72. Campus item: MMCC offers sufficient support for me to explore careers and find employment.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Community Colleges

- 8. Classes are scheduled at times that are convenient for me.
- 15. I am able to register for classes I need with few conflicts.
- 31. The campus is safe and secure for all students.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 6. My academic advisor is approachable.
- 5. The personnel involved in registration are helpful.
- 68. On the whole, the campus is well-maintained.
- 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.
- 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.

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	6.26	5.60 / 1.14	0.66	6.26	5.42 / 1.36	0.84	0.18 *
Instructional Effectiveness	6.26	5.50 / 1.03	0.76	6.29	5.58 / 1.11	0.71	-0.08
Registration Effectiveness	6.22	5.61 / 0.97	0.61	6.26	5.60 / 1.07	0.66	0.01
Concern for the Individual	6.14	5.49 / 1.11	0.65	6.20	5.43 / 1.26	0.77	0.06
Academic Services	6.12	5.71 / 0.99	0.41	6.16	5.70 / 1.06	0.46	0.01
Student Centeredness	6.06	5.62 / 1.10	0.44	6.11	5.56 / 1.18	0.55	0.06
Admissions and Financial Aid	6.05	5.39 / 1.09	0.66	6.18	5.38 / 1.27	0.80	0.01
Campus Climate	6.02	5.55 / 1.01	0.47	6.10	5.50 / 1.12	0.60	0.05
Safety and Security	6.02	5.35 / 1.12	0.67	6.15	5.34 / 1.21	0.81	0.01
Service Excellence	6.00	5.50 / 1.07	0.50	6.08	5.48 / 1.12	0.60	0.02
Campus Support Services	5.41	5.04 / 1.16	0.37	5.67	5.21 / 1.26	0.46	-0.17 *
Responsiveness to Diverse Populations		5.61 / 1.21			5.66 / 1.27		-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 185252 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.	6.48	5.81 / 1.35	0.67	6.46	5.56 / 1.50	0.90	0.25 **
32. My academic advisor is knowledgeable about my program requirements.	6.48	5.75 / 1.44	0.73	6.40	5.57 / 1.64	0.83	0.18
87. Cost as factor in decision to enroll.	6.48			6.35			
75. Campus item: I feel that the education I receive at MMCC will prepare me to transfer.	6.46	5.74 / 1.38	0.72				
15. I am able to register for classes I need with few conflicts.	6.45	5.80 / 1.31	0.65	6.43	5.57 / 1.51	0.86	0.23 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.43	5.88 / 1.19	0.55	6.42	5.83 / 1.31	0.59	0.05
31. The campus is safe and secure for all students.	6.42	6.02 / 1.17	0.40	6.41	5.82 / 1.29	0.59	0.20 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.68 / 1.38	0.73	6.34	5.57 / 1.49	0.77	0.11
70. I am able to experience intellectual growth here.	6.41	5.90 / 1.29	0.51	6.42	5.90 / 1.29	0.52	0.00
76. Campus item: I feel that the education I receive at MMCC will prepare me to get a job.	6.41	5.45 / 1.54	0.96				
66. Program requirements are clear and reasonable.	6.39	5.59 / 1.39	0.80	6.37	5.68 / 1.40	0.69	-0.09
74. Campus item: MMCC's cost makes it an exceptional value.	6.39	5.71 / 1.34	0.68				
6. My academic advisor is approachable.	6.35	5.86 / 1.41	0.49	6.32	5.59 / 1.62	0.73	0.27 **
18. The quality of instruction I receive in most of my classes is excellent.	6.35	5.49 / 1.36	0.86	6.49	5.66 / 1.37	0.83	-0.17 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.35	5.71 / 1.46	0.64	6.26	5.34 / 1.66	0.92	0.37 ***

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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	
69. There is a good variety of courses provided on this campus.	6.35	5.85 / 1.30	0.50	6.37	5.79 / 1.37	0.58	0.06
5. The personnel involved in registration are helpful.	6.34	5.69 / 1.44	0.65	6.25	5.50 / 1.56	0.75	0.19 *
68. On the whole, the campus is well-maintained.	6.34	6.20 / 1.09	0.14	6.27	5.96 / 1.27	0.31	0.24 **
46. Faculty provide timely feedback about student progress in a course.	6.29	5.17 / 1.57	1.12	6.31	5.45 / 1.50	0.86	-0.28 **
52. This school does whatever it can to help me reach my educational goals.	6.29	5.50 / 1.43	0.79	6.31	5.43 / 1.50	0.88	0.07
14. Library resources and services are adequate.	6.28	5.86 / 1.29	0.42	6.19	5.83 / 1.31	0.36	0.03
23. Faculty are understanding of students' unique life circumstances.	6.27	5.41 / 1.47	0.86	6.25	5.41 / 1.54	0.84	0.00
61. Faculty are usually available after class and during office hours.	6.26	5.83 / 1.28	0.43	6.28	5.77 / 1.35	0.51	0.06
7. Adequate financial aid is available for most students.	6.25	5.41 / 1.63	0.84	6.31	5.41 / 1.66	0.90	0.00
65. Students are notified early in the term if they are doing poorly in a class.	6.25	4.59 / 1.87	1.66	6.23	5.12 / 1.73	1.11	-0.53 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.23	5.58 / 1.43	0.65	6.27	5.59 / 1.44	0.68	-0.01
36. Students are made to feel welcome on this campus.	6.22	5.87 / 1.20	0.35	6.26	5.77 / 1.34	0.49	0.10
41. Admissions staff are knowledgeable.	6.22	5.70 / 1.25	0.52	6.27	5.58 / 1.44	0.69	0.12
25. My academic advisor is concerned about my success as an individual.	6.17	5.43 / 1.58	0.74	6.23	5.29 / 1.71	0.94	0.14
51. There are convenient ways of paying my school bill.	6.17	5.52 / 1.52	0.65	6.26	5.67 / 1.45	0.59	-0.15

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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	
28. It is an enjoyable experience to be a student on this campus.	6.16	5.68 / 1.45	0.48	6.23	5.65 / 1.43	0.58	0.03
37. Faculty take into consideration student differences as they teach a course.	6.15	5.32 / 1.41	0.83	6.17	5.37 / 1.49	0.80	-0.05
50. Tutoring services are readily available.	6.15	5.68 / 1.36	0.47	6.14	5.68 / 1.42	0.46	0.00
12. My academic advisor helps me set goals to work toward.	6.14	5.51 / 1.57	0.63	6.12	5.25 / 1.74	0.87	0.26 *
16. The college shows concern for students as individuals.	6.14	5.41 / 1.35	0.73	6.19	5.29 / 1.57	0.90	0.12
27. The campus staff are caring and helpful.	6.13	5.77 / 1.18	0.36	6.19	5.67 / 1.32	0.52	0.10
21. There are a sufficient number of study areas on campus.	6.12	5.80 / 1.34	0.32	6.12	5.69 / 1.44	0.43	0.11
39. The amount of student parking space on campus is adequate.	6.12	5.04 / 1.81	1.08	6.23	4.84 / 1.95	1.39	0.20
43. Class change (drop/add) policies are reasonable.	6.12	5.64 / 1.31	0.48	6.20	5.66 / 1.44	0.54	-0.02
60. Billing policies are reasonable.	6.12	5.38 / 1.50	0.74	6.18	5.54 / 1.45	0.64	-0.16
34. Computer labs are adequate and accessible.	6.11	5.81 / 1.31	0.30	6.25	5.82 / 1.37	0.43	-0.01
42. The equipment in the lab facilities is kept up to date.	6.11	5.63 / 1.39	0.48	6.23	5.62 / 1.42	0.61	0.01
72. Campus item: MMCC offers sufficient support for me to explore careers and find employment.	6.11	5.16 / 1.49	0.95				
53. The assessment and course placement procedures are reasonable.	6.09	5.52 / 1.46	0.57	6.16	5.55 / 1.41	0.61	-0.03
20. Financial aid counselors are helpful.	6.08	5.40 / 1.55	0.68	6.21	5.29 / 1.68	0.92	0.11
47. There are adequate services to help me decide upon a career.	6.08	5.22 / 1.54	0.86	6.16	5.41 / 1.50	0.75	-0.19 *

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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	
57. Administrators are approachable to students.	6.08	5.52 / 1.44	0.56	6.15	5.52 / 1.46	0.63	0.00
62. Bookstore staff are helpful.	6.06	5.62 / 1.43	0.44	6.12	5.73 / 1.44	0.39	-0.11
63. I seldom get the "run-around" when seeking information on this campus.	6.06	5.46 / 1.47	0.60	6.13	5.26 / 1.66	0.87	0.20
71. Campus item: Employment related to my academic program is available locally.	6.06	5.04 / 1.70	1.02				
88. Financial aid as factor in decision to enroll.	6.06			6.10			
64. Nearly all classes deal with practical experiences and applications.	6.04	5.36 / 1.46	0.68	6.19	5.57 / 1.38	0.62	-0.21 **
77. Campus item: Working with academic advisor, which are available by appointment only, is a convenient process.	6.04	5.14 / 1.73	0.90				
24. Parking lots are well-lighted and secure.	6.03	5.53 / 1.42	0.50	6.19	5.42 / 1.57	0.77	0.11
26. Library staff are helpful and approachable.	6.03	5.69 / 1.38	0.34	6.06	5.78 / 1.35	0.28	-0.09
48. Counseling staff care about students as individuals.	6.02	5.40 / 1.39	0.62	6.17	5.46 / 1.52	0.71	-0.06
54. Faculty are interested in my academic problems.	6.01	5.26 / 1.46	0.75	6.14	5.37 / 1.51	0.77	-0.11
55. Academic support services adequately meet the needs of students.	6.01	5.50 / 1.33	0.51	6.15	5.50 / 1.41	0.65	0.00
2. Faculty care about me as an individual.	5.98	5.51 / 1.27	0.47	6.10	5.52 / 1.43	0.58	-0.01
56. The business office is open during hours which are convenient for most students.	5.97	5.38 / 1.51	0.59	6.13	5.59 / 1.42	0.54	-0.21 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.96	4.99 / 1.63	0.97	6.21	5.21 / 1.68	1.00	-0.22 *

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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	
22. People on this campus respect and are supportive of each other.	5.96	5.57 / 1.23	0.39	6.11	5.52 / 1.39	0.59	0.05
45. This institution has a good reputation within the community.	5.96	5.78 / 1.29	0.18	6.13	5.77 / 1.36	0.36	0.01
30. The career services office provides students with the help they need to get a job.	5.95	5.07 / 1.39	0.88	6.04	5.25 / 1.50	0.79	-0.18
11. Security staff respond quickly in emergencies.	5.94	4.86 / 1.42	1.08	6.11	5.28 / 1.49	0.83	-0.42 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	5.94	5.39 / 1.41	0.55	6.10	5.41 / 1.48	0.69	-0.02
59. New student orientation services help students adjust to college.	5.90	5.42 / 1.37	0.48	5.95	5.43 / 1.52	0.52	-0.01
67. Channels for expressing student complaints are readily available.	5.90	5.02 / 1.56	0.88	6.04	5.08 / 1.69	0.96	-0.06
3. The quality of instruction in the vocational/technical programs is excellent.	5.84	5.25 / 1.30	0.59	6.19	5.52 / 1.37	0.67	-0.27 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.80	5.45 / 1.36	0.35	5.96	5.38 / 1.47	0.58	0.07
9. Internships or practical experiences are provided in my degree/certificate program.	5.72	4.80 / 1.51	0.92	6.03	5.17 / 1.62	0.86	-0.37 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.71	5.46 / 1.41	0.25	5.84	5.50 / 1.45	0.34	-0.04
1. Most students feel a sense of belonging here.	5.62	5.45 / 1.40	0.17	5.66	5.43 / 1.39	0.23	0.02
4. Security staff are helpful.	5.55	5.17 / 1.52	0.38	5.78	5.30 / 1.55	0.48	-0.13
89. Academic reputation as factor in decision to enroll.	5.54			5.94			

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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	
78. Campus item: Certain Classes are offered on one campus, which requires travel to that campus.	5.44	4.66 / 1.77	0.78				
44. I generally know what's happening on campus.	5.42	5.11 / 1.44	0.31	5.67	5.22 / 1.55	0.45	-0.11
80. Campus item: On-campus groups and clubs give students an opportunity to get involved.	5.27	4.84 / 1.74	0.43				
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.25			5.47			
93. Geographic setting as factor in decision to enroll.	5.17			5.58			
79. Campus item: Taking classes in both Mt. Pleasant and Harrison is convenient for me.	5.09	4.01 / 2.07	1.08				
19. This campus provides effective support services for displaced homemakers.	5.01	4.86 / 1.40	0.15	5.39	5.00 / 1.47	0.39	-0.14
94. Campus appearance as factor in decision to enroll.	4.86			5.27			
17. Personnel in the Veterans' Services program are helpful.	4.84	4.83 / 1.34	0.01	5.22	4.98 / 1.49	0.24	-0.15
90. Size of institution as factor in decision to enroll.	4.79			5.21			
92. Recommendations from family/friends as factor in decision to enroll.	4.62			4.99			
73. Campus item: I have quality and affordable options for child care while I attend classes.	4.52	4.52 / 1.50	0.00				
10. Child care facilities are available on campus.	3.93	4.02 / 1.55	-0.09	4.60	4.46 / 1.80	0.14	-0.44 ***
91. Opportunity to play sports as factor in decision to enroll.	3.29			3.56			
81. Institution's commitment to part-time students?		5.74 / 1.31			5.74 / 1.36		0.00

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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	
82. Institution's commitment to evening students?		5.68 / 1.31			5.61 / 1.45		0.07
83. Institution's commitment to older, returning learners?		5.67 / 1.32			5.71 / 1.42		-0.04
84. Institution's commitment to under-represented populations?		5.48 / 1.38			5.59 / 1.41		-0.11
85. Institution's commitment to commuters?		5.59 / 1.40			5.56 / 1.47		0.03
86. Institution's commitment to students with disabilities?		5.48 / 1.44			5.72 / 1.40		-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 185252 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	6.26	5.60 / 1.14	0.66	6.26	5.42 / 1.36	0.84	0.18 *
6. My academic advisor is approachable.	6.35	5.86 / 1.41	0.49	6.32	5.59 / 1.62	0.73	0.27 **
12. My academic advisor helps me set goals to work toward.	6.14	5.51 / 1.57	0.63	6.12	5.25 / 1.74	0.87	0.26 *
25. My academic advisor is concerned about my success as an individual.	6.17	5.43 / 1.58	0.74	6.23	5.29 / 1.71	0.94	0.14
32. My academic advisor is knowledgeable about my program requirements.	6.48	5.75 / 1.44	0.73	6.40	5.57 / 1.64	0.83	0.18
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.35	5.71 / 1.46	0.64	6.26	5.34 / 1.66	0.92	0.37 ***
48. Counseling staff care about students as individuals.	6.02	5.40 / 1.39	0.62	6.17	5.46 / 1.52	0.71	-0.06
52. This school does whatever it can to help me reach my educational goals.	6.29	5.50 / 1.43	0.79	6.31	5.43 / 1.50	0.88	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 185252 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	6.12	5.71 / 0.99	0.41	6.16	5.70 / 1.06	0.46	0.01
14. Library resources and services are adequate.	6.28	5.86 / 1.29	0.42	6.19	5.83 / 1.31	0.36	0.03
21. There are a sufficient number of study areas on campus.	6.12	5.80 / 1.34	0.32	6.12	5.69 / 1.44	0.43	0.11
26. Library staff are helpful and approachable.	6.03	5.69 / 1.38	0.34	6.06	5.78 / 1.35	0.28	-0.09
34. Computer labs are adequate and accessible.	6.11	5.81 / 1.31	0.30	6.25	5.82 / 1.37	0.43	-0.01
42. The equipment in the lab facilities is kept up to date.	6.11	5.63 / 1.39	0.48	6.23	5.62 / 1.42	0.61	0.01
50. Tutoring services are readily available.	6.15	5.68 / 1.36	0.47	6.14	5.68 / 1.42	0.46	0.00
55. Academic support services adequately meet the needs of students.	6.01	5.50 / 1.33	0.51	6.15	5.50 / 1.41	0.65	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 185252 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	6.05	5.39 / 1.09	0.66	6.18	5.38 / 1.27	0.80	0.01
7. Adequate financial aid is available for most students.	6.25	5.41 / 1.63	0.84	6.31	5.41 / 1.66	0.90	0.00
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.96	4.99 / 1.63	0.97	6.21	5.21 / 1.68	1.00	-0.22 *
20. Financial aid counselors are helpful.	6.08	5.40 / 1.55	0.68	6.21	5.29 / 1.68	0.92	0.11
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.80	5.45 / 1.36	0.35	5.96	5.38 / 1.47	0.58	0.07
41. Admissions staff are knowledgeable.	6.22	5.70 / 1.25	0.52	6.27	5.58 / 1.44	0.69	0.12
49. Admissions counselors respond to prospective students' unique needs and requests.	5.94	5.39 / 1.41	0.55	6.10	5.41 / 1.48	0.69	-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 185252 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	6.02	5.55 / 1.01	0.47	6.10	5.50 / 1.12	0.60	0.05
1. Most students feel a sense of belonging here.	5.62	5.45 / 1.40	0.17	5.66	5.43 / 1.39	0.23	0.02
2. Faculty care about me as an individual.	5.98	5.51 / 1.27	0.47	6.10	5.52 / 1.43	0.58	-0.01
16. The college shows concern for students as individuals.	6.14	5.41 / 1.35	0.73	6.19	5.29 / 1.57	0.90	0.12
22. People on this campus respect and are supportive of each other.	5.96	5.57 / 1.23	0.39	6.11	5.52 / 1.39	0.59	0.05
27. The campus staff are caring and helpful.	6.13	5.77 / 1.18	0.36	6.19	5.67 / 1.32	0.52	0.10
28. It is an enjoyable experience to be a student on this campus.	6.16	5.68 / 1.45	0.48	6.23	5.65 / 1.43	0.58	0.03
31. The campus is safe and secure for all students.	6.42	6.02 / 1.17	0.40	6.41	5.82 / 1.29	0.59	0.20 **
36. Students are made to feel welcome on this campus.	6.22	5.87 / 1.20	0.35	6.26	5.77 / 1.34	0.49	0.10
44. I generally know what's happening on campus.	5.42	5.11 / 1.44	0.31	5.67	5.22 / 1.55	0.45	-0.11
45. This institution has a good reputation within the community.	5.96	5.78 / 1.29	0.18	6.13	5.77 / 1.36	0.36	0.01
52. This school does whatever it can to help me reach my educational goals.	6.29	5.50 / 1.43	0.79	6.31	5.43 / 1.50	0.88	0.07
57. Administrators are approachable to students.	6.08	5.52 / 1.44	0.56	6.15	5.52 / 1.46	0.63	0.00
59. New student orientation services help students adjust to college.	5.90	5.42 / 1.37	0.48	5.95	5.43 / 1.52	0.52	-0.01
63. I seldom get the "run-around" when seeking information on this campus.	6.06	5.46 / 1.47	0.60	6.13	5.26 / 1.66	0.87	0.20
67. Channels for expressing student complaints are readily available.	5.90	5.02 / 1.56	0.88	6.04	5.08 / 1.69	0.96	-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 185252 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	5.04 / 1.16	0.37	5.67	5.21 / 1.26	0.46	-0.17 *
10. Child care facilities are available on campus.	3.93	4.02 / 1.55	-0.09	4.60	4.46 / 1.80	0.14	-0.44 ***
17. Personnel in the Veterans' Services program are helpful.	4.84	4.83 / 1.34	0.01	5.22	4.98 / 1.49	0.24	-0.15
19. This campus provides effective support services for displaced homemakers.	5.01	4.86 / 1.40	0.15	5.39	5.00 / 1.47	0.39	-0.14
30. The career services office provides students with the help they need to get a job.	5.95	5.07 / 1.39	0.88	6.04	5.25 / 1.50	0.79	-0.18
38. The student center is a comfortable place for students to spend their leisure time.	5.71	5.46 / 1.41	0.25	5.84	5.50 / 1.45	0.34	-0.04
47. There are adequate services to help me decide upon a career.	6.08	5.22 / 1.54	0.86	6.16	5.41 / 1.50	0.75	-0.19 *
59. New student orientation services help students adjust to college.	5.90	5.42 / 1.37	0.48	5.95	5.43 / 1.52	0.52	-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 185252 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	6.14	5.49 / 1.11	0.65	6.20	5.43 / 1.26	0.77	0.06
2. Faculty care about me as an individual.	5.98	5.51 / 1.27	0.47	6.10	5.52 / 1.43	0.58	-0.01
16. The college shows concern for students as individuals.	6.14	5.41 / 1.35	0.73	6.19	5.29 / 1.57	0.90	0.12
25. My academic advisor is concerned about my success as an individual.	6.17	5.43 / 1.58	0.74	6.23	5.29 / 1.71	0.94	0.14
29. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.68 / 1.38	0.73	6.34	5.57 / 1.49	0.77	0.11
48. Counseling staff care about students as individuals.	6.02	5.40 / 1.39	0.62	6.17	5.46 / 1.52	0.71	-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 185252 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	6.26	5.50 / 1.03	0.76	6.29	5.58 / 1.11	0.71	-0.08
2. Faculty care about me as an individual.	5.98	5.51 / 1.27	0.47	6.10	5.52 / 1.43	0.58	-0.01
18. The quality of instruction I receive in most of my classes is excellent.	6.35	5.49 / 1.36	0.86	6.49	5.66 / 1.37	0.83	-0.17 *
23. Faculty are understanding of students' unique life circumstances.	6.27	5.41 / 1.47	0.86	6.25	5.41 / 1.54	0.84	0.00
29. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.68 / 1.38	0.73	6.34	5.57 / 1.49	0.77	0.11
37. Faculty take into consideration student differences as they teach a course.	6.15	5.32 / 1.41	0.83	6.17	5.37 / 1.49	0.80	-0.05
46. Faculty provide timely feedback about student progress in a course.	6.29	5.17 / 1.57	1.12	6.31	5.45 / 1.50	0.86	-0.28 **
54. Faculty are interested in my academic problems.	6.01	5.26 / 1.46	0.75	6.14	5.37 / 1.51	0.77	-0.11
58. Nearly all of the faculty are knowledgeable in their fields.	6.43	5.88 / 1.19	0.55	6.42	5.83 / 1.31	0.59	0.05
61. Faculty are usually available after class and during office hours.	6.26	5.83 / 1.28	0.43	6.28	5.77 / 1.35	0.51	0.06
64. Nearly all classes deal with practical experiences and applications.	6.04	5.36 / 1.46	0.68	6.19	5.57 / 1.38	0.62	-0.21 **
65. Students are notified early in the term if they are doing poorly in a class.	6.25	4.59 / 1.87	1.66	6.23	5.12 / 1.73	1.11	-0.53 ***
66. Program requirements are clear and reasonable.	6.39	5.59 / 1.39	0.80	6.37	5.68 / 1.40	0.69	-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 185252 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.	6.35	5.85 / 1.30	0.50	6.37	5.79 / 1.37	0.58	0.06
70. I am able to experience intellectual growth here.	6.41	5.90 / 1.29	0.51	6.42	5.90 / 1.29	0.52	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 185252 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	6.22	5.61 / 0.97	0.61	6.26	5.60 / 1.07	0.66	0.01
5. The personnel involved in registration are helpful.	6.34	5.69 / 1.44	0.65	6.25	5.50 / 1.56	0.75	0.19 *
8. Classes are scheduled at times that are convenient for me.	6.48	5.81 / 1.35	0.67	6.46	5.56 / 1.50	0.90	0.25 **
15. I am able to register for classes I need with few conflicts.	6.45	5.80 / 1.31	0.65	6.43	5.57 / 1.51	0.86	0.23 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.23	5.58 / 1.43	0.65	6.27	5.59 / 1.44	0.68	-0.01
43. Class change (drop/add) policies are reasonable.	6.12	5.64 / 1.31	0.48	6.20	5.66 / 1.44	0.54	-0.02
51. There are convenient ways of paying my school bill.	6.17	5.52 / 1.52	0.65	6.26	5.67 / 1.45	0.59	-0.15
56. The business office is open during hours which are convenient for most students.	5.97	5.38 / 1.51	0.59	6.13	5.59 / 1.42	0.54	-0.21 *
60. Billing policies are reasonable.	6.12	5.38 / 1.50	0.74	6.18	5.54 / 1.45	0.64	-0.16
62. Bookstore staff are helpful.	6.06	5.62 / 1.43	0.44	6.12	5.73 / 1.44	0.39	-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 185252 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		5.61 / 1.21			5.66 / 1.27		-0.05
81. Institution's commitment to part-time students?		5.74 / 1.31			5.74 / 1.36		0.00
82. Institution's commitment to evening students?		5.68 / 1.31			5.61 / 1.45		0.07
83. Institution's commitment to older, returning learners?		5.67 / 1.32			5.71 / 1.42		-0.04
84. Institution's commitment to under-represented populations?		5.48 / 1.38			5.59 / 1.41		-0.11
85. Institution's commitment to commuters?		5.59 / 1.40			5.56 / 1.47		0.03
86. Institution's commitment to students with disabilities?		5.48 / 1.44			5.72 / 1.40		-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 185252 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	6.02	5.35 / 1.12	0.67	6.15	5.34 / 1.21	0.81	0.01
4. Security staff are helpful.	5.55	5.17 / 1.52	0.38	5.78	5.30 / 1.55	0.48	-0.13
11. Security staff respond quickly in emergencies.	5.94	4.86 / 1.42	1.08	6.11	5.28 / 1.49	0.83	-0.42 ***
24. Parking lots are well-lighted and secure.	6.03	5.53 / 1.42	0.50	6.19	5.42 / 1.57	0.77	0.11
31. The campus is safe and secure for all students.	6.42	6.02 / 1.17	0.40	6.41	5.82 / 1.29	0.59	0.20 **
39. The amount of student parking space on campus is adequate.	6.12	5.04 / 1.81	1.08	6.23	4.84 / 1.95	1.39	0.20

* 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 185252 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	6.00	5.50 / 1.07	0.50	6.08	5.48 / 1.12	0.60	0.02
5. The personnel involved in registration are helpful.	6.34	5.69 / 1.44	0.65	6.25	5.50 / 1.56	0.75	0.19 *
22. People on this campus respect and are supportive of each other.	5.96	5.57 / 1.23	0.39	6.11	5.52 / 1.39	0.59	0.05
26. Library staff are helpful and approachable.	6.03	5.69 / 1.38	0.34	6.06	5.78 / 1.35	0.28	-0.09
27. The campus staff are caring and helpful.	6.13	5.77 / 1.18	0.36	6.19	5.67 / 1.32	0.52	0.10
44. I generally know what's happening on campus.	5.42	5.11 / 1.44	0.31	5.67	5.22 / 1.55	0.45	-0.11
57. Administrators are approachable to students.	6.08	5.52 / 1.44	0.56	6.15	5.52 / 1.46	0.63	0.00
62. Bookstore staff are helpful.	6.06	5.62 / 1.43	0.44	6.12	5.73 / 1.44	0.39	-0.11
63. I seldom get the "run-around" when seeking information on this campus.	6.06	5.46 / 1.47	0.60	6.13	5.26 / 1.66	0.87	0.20
67. Channels for expressing student complaints are readily available.	5.90	5.02 / 1.56	0.88	6.04	5.08 / 1.69	0.96	-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 185252 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	5.62 / 1.10	0.44	6.11	5.56 / 1.18	0.55	0.06
1. Most students feel a sense of belonging here.	5.62	5.45 / 1.40	0.17	5.66	5.43 / 1.39	0.23	0.02
16. The college shows concern for students as individuals.	6.14	5.41 / 1.35	0.73	6.19	5.29 / 1.57	0.90	0.12
27. The campus staff are caring and helpful.	6.13	5.77 / 1.18	0.36	6.19	5.67 / 1.32	0.52	0.10
28. It is an enjoyable experience to be a student on this campus.	6.16	5.68 / 1.45	0.48	6.23	5.65 / 1.43	0.58	0.03
36. Students are made to feel welcome on this campus.	6.22	5.87 / 1.20	0.35	6.26	5.77 / 1.34	0.49	0.10
57. Administrators are approachable to students.	6.08	5.52 / 1.44	0.56	6.15	5.52 / 1.46	0.63	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 185252 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.	5.62	5.45 / 1.40	0.17	5.66	5.43 / 1.39	0.23	0.02
2. Faculty care about me as an individual.	5.98	5.51 / 1.27	0.47	6.10	5.52 / 1.43	0.58	-0.01
3. The quality of instruction in the vocational/technical programs is excellent.	5.84	5.25 / 1.30	0.59	6.19	5.52 / 1.37	0.67	-0.27 **
4. Security staff are helpful.	5.55	5.17 / 1.52	0.38	5.78	5.30 / 1.55	0.48	-0.13
5. The personnel involved in registration are helpful.	6.34	5.69 / 1.44	0.65	6.25	5.50 / 1.56	0.75	0.19 *
6. My academic advisor is approachable.	6.35	5.86 / 1.41	0.49	6.32	5.59 / 1.62	0.73	0.27 **
7. Adequate financial aid is available for most students.	6.25	5.41 / 1.63	0.84	6.31	5.41 / 1.66	0.90	0.00
8. Classes are scheduled at times that are convenient for me.	6.48	5.81 / 1.35	0.67	6.46	5.56 / 1.50	0.90	0.25 **
9. Internships or practical experiences are provided in my degree/certificate program.	5.72	4.80 / 1.51	0.92	6.03	5.17 / 1.62	0.86	-0.37 ***
10. Child care facilities are available on campus.	3.93	4.02 / 1.55	-0.09	4.60	4.46 / 1.80	0.14	-0.44 ***
11. Security staff respond quickly in emergencies.	5.94	4.86 / 1.42	1.08	6.11	5.28 / 1.49	0.83	-0.42 ***
12. My academic advisor helps me set goals to work toward.	6.14	5.51 / 1.57	0.63	6.12	5.25 / 1.74	0.87	0.26 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.96	4.99 / 1.63	0.97	6.21	5.21 / 1.68	1.00	-0.22 *
14. Library resources and services are adequate.	6.28	5.86 / 1.29	0.42	6.19	5.83 / 1.31	0.36	0.03
15. I am able to register for classes I need with few conflicts.	6.45	5.80 / 1.31	0.65	6.43	5.57 / 1.51	0.86	0.23 **
16. The college shows concern for students as individuals.	6.14	5.41 / 1.35	0.73	6.19	5.29 / 1.57	0.90	0.12

* 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 185252 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.	4.84	4.83 / 1.34	0.01	5.22	4.98 / 1.49	0.24	-0.15
18. The quality of instruction I receive in most of my classes is excellent.	6.35	5.49 / 1.36	0.86	6.49	5.66 / 1.37	0.83	-0.17 *
19. This campus provides effective support services for displaced homemakers.	5.01	4.86 / 1.40	0.15	5.39	5.00 / 1.47	0.39	-0.14
20. Financial aid counselors are helpful.	6.08	5.40 / 1.55	0.68	6.21	5.29 / 1.68	0.92	0.11
21. There are a sufficient number of study areas on campus.	6.12	5.80 / 1.34	0.32	6.12	5.69 / 1.44	0.43	0.11
22. People on this campus respect and are supportive of each other.	5.96	5.57 / 1.23	0.39	6.11	5.52 / 1.39	0.59	0.05
23. Faculty are understanding of students' unique life circumstances.	6.27	5.41 / 1.47	0.86	6.25	5.41 / 1.54	0.84	0.00
24. Parking lots are well-lighted and secure.	6.03	5.53 / 1.42	0.50	6.19	5.42 / 1.57	0.77	0.11
25. My academic advisor is concerned about my success as an individual.	6.17	5.43 / 1.58	0.74	6.23	5.29 / 1.71	0.94	0.14
26. Library staff are helpful and approachable.	6.03	5.69 / 1.38	0.34	6.06	5.78 / 1.35	0.28	-0.09
27. The campus staff are caring and helpful.	6.13	5.77 / 1.18	0.36	6.19	5.67 / 1.32	0.52	0.10
28. It is an enjoyable experience to be a student on this campus.	6.16	5.68 / 1.45	0.48	6.23	5.65 / 1.43	0.58	0.03
29. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.68 / 1.38	0.73	6.34	5.57 / 1.49	0.77	0.11
30. The career services office provides students with the help they need to get a job.	5.95	5.07 / 1.39	0.88	6.04	5.25 / 1.50	0.79	-0.18
31. The campus is safe and secure for all students.	6.42	6.02 / 1.17	0.40	6.41	5.82 / 1.29	0.59	0.20 **

* 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 185252 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.	6.48	5.75 / 1.44	0.73	6.40	5.57 / 1.64	0.83	0.18
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.80	5.45 / 1.36	0.35	5.96	5.38 / 1.47	0.58	0.07
34. Computer labs are adequate and accessible.	6.11	5.81 / 1.31	0.30	6.25	5.82 / 1.37	0.43	-0.01
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.23	5.58 / 1.43	0.65	6.27	5.59 / 1.44	0.68	-0.01
36. Students are made to feel welcome on this campus.	6.22	5.87 / 1.20	0.35	6.26	5.77 / 1.34	0.49	0.10
37. Faculty take into consideration student differences as they teach a course.	6.15	5.32 / 1.41	0.83	6.17	5.37 / 1.49	0.80	-0.05
38. The student center is a comfortable place for students to spend their leisure time.	5.71	5.46 / 1.41	0.25	5.84	5.50 / 1.45	0.34	-0.04
39. The amount of student parking space on campus is adequate.	6.12	5.04 / 1.81	1.08	6.23	4.84 / 1.95	1.39	0.20
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.35	5.71 / 1.46	0.64	6.26	5.34 / 1.66	0.92	0.37 ***
41. Admissions staff are knowledgeable.	6.22	5.70 / 1.25	0.52	6.27	5.58 / 1.44	0.69	0.12
42. The equipment in the lab facilities is kept up to date.	6.11	5.63 / 1.39	0.48	6.23	5.62 / 1.42	0.61	0.01
43. Class change (drop/add) policies are reasonable.	6.12	5.64 / 1.31	0.48	6.20	5.66 / 1.44	0.54	-0.02
44. I generally know what's happening on campus.	5.42	5.11 / 1.44	0.31	5.67	5.22 / 1.55	0.45	-0.11
45. This institution has a good reputation within the community.	5.96	5.78 / 1.29	0.18	6.13	5.77 / 1.36	0.36	0.01
46. Faculty provide timely feedback about student progress in a course.	6.29	5.17 / 1.57	1.12	6.31	5.45 / 1.50	0.86	-0.28 **

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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.	6.08	5.22 / 1.54	0.86	6.16	5.41 / 1.50	0.75	-0.19 *
48. Counseling staff care about students as individuals.	6.02	5.40 / 1.39	0.62	6.17	5.46 / 1.52	0.71	-0.06
49. Admissions counselors respond to prospective students' unique needs and requests.	5.94	5.39 / 1.41	0.55	6.10	5.41 / 1.48	0.69	-0.02
50. Tutoring services are readily available.	6.15	5.68 / 1.36	0.47	6.14	5.68 / 1.42	0.46	0.00
51. There are convenient ways of paying my school bill.	6.17	5.52 / 1.52	0.65	6.26	5.67 / 1.45	0.59	-0.15
52. This school does whatever it can to help me reach my educational goals.	6.29	5.50 / 1.43	0.79	6.31	5.43 / 1.50	0.88	0.07
53. The assessment and course placement procedures are reasonable.	6.09	5.52 / 1.46	0.57	6.16	5.55 / 1.41	0.61	-0.03
54. Faculty are interested in my academic problems.	6.01	5.26 / 1.46	0.75	6.14	5.37 / 1.51	0.77	-0.11
55. Academic support services adequately meet the needs of students.	6.01	5.50 / 1.33	0.51	6.15	5.50 / 1.41	0.65	0.00
56. The business office is open during hours which are convenient for most students.	5.97	5.38 / 1.51	0.59	6.13	5.59 / 1.42	0.54	-0.21 *
57. Administrators are approachable to students.	6.08	5.52 / 1.44	0.56	6.15	5.52 / 1.46	0.63	0.00
58. Nearly all of the faculty are knowledgeable in their fields.	6.43	5.88 / 1.19	0.55	6.42	5.83 / 1.31	0.59	0.05
59. New student orientation services help students adjust to college.	5.90	5.42 / 1.37	0.48	5.95	5.43 / 1.52	0.52	-0.01
60. Billing policies are reasonable.	6.12	5.38 / 1.50	0.74	6.18	5.54 / 1.45	0.64	-0.16
61. Faculty are usually available after class and during office hours.	6.26	5.83 / 1.28	0.43	6.28	5.77 / 1.35	0.51	0.06

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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.	6.06	5.62 / 1.43	0.44	6.12	5.73 / 1.44	0.39	-0.11
63. I seldom get the "run-around" when seeking information on this campus.	6.06	5.46 / 1.47	0.60	6.13	5.26 / 1.66	0.87	0.20
64. Nearly all classes deal with practical experiences and applications.	6.04	5.36 / 1.46	0.68	6.19	5.57 / 1.38	0.62	-0.21 **
65. Students are notified early in the term if they are doing poorly in a class.	6.25	4.59 / 1.87	1.66	6.23	5.12 / 1.73	1.11	-0.53 ***
66. Program requirements are clear and reasonable.	6.39	5.59 / 1.39	0.80	6.37	5.68 / 1.40	0.69	-0.09
67. Channels for expressing student complaints are readily available.	5.90	5.02 / 1.56	0.88	6.04	5.08 / 1.69	0.96	-0.06
68. On the whole, the campus is well-maintained.	6.34	6.20 / 1.09	0.14	6.27	5.96 / 1.27	0.31	0.24 **
69. There is a good variety of courses provided on this campus.	6.35	5.85 / 1.30	0.50	6.37	5.79 / 1.37	0.58	0.06
70. I am able to experience intellectual growth here.	6.41	5.90 / 1.29	0.51	6.42	5.90 / 1.29	0.52	0.00
71. Campus item: Employment related to my academic program is available locally.	6.06	5.04 / 1.70	1.02				
72. Campus item: MMCC offers sufficient support for me to explore careers and find employment.	6.11	5.16 / 1.49	0.95				
73. Campus item: I have quality and affordable options for child care while I attend classes.	4.52	4.52 / 1.50	0.00				
74. Campus item: MMCC's cost makes it an exceptional value.	6.39	5.71 / 1.34	0.68				
75. Campus item: I feel that the education I receive at MMCC will prepare me to transfer.	6.46	5.74 / 1.38	0.72				

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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	
76. Campus item: I feel that the education I receive at MMCC will prepare me to get a job.	6.41	5.45 / 1.54	0.96				
77. Campus item: Working with academic advisor, which are available by appointment only, is a convenient process.	6.04	5.14 / 1.73	0.90				
78. Campus item: Certain Classes are offered on one campus, which requires travel to that campus.	5.44	4.66 / 1.77	0.78				
79. Campus item: Taking classes in both Mt. Pleasant and Harrison is convenient for me.	5.09	4.01 / 2.07	1.08				
80. Campus item: On-campus groups and clubs give students an opportunity to get involved.	5.27	4.84 / 1.74	0.43				
81. Institution's commitment to part-time students?		5.74 / 1.31			5.74 / 1.36		0.00
82. Institution's commitment to evening students?		5.68 / 1.31			5.61 / 1.45		0.07
83. Institution's commitment to older, returning learners?		5.67 / 1.32			5.71 / 1.42		-0.04
84. Institution's commitment to under-represented populations?		5.48 / 1.38			5.59 / 1.41		-0.11
85. Institution's commitment to commuters?		5.59 / 1.40			5.56 / 1.47		0.03
86. Institution's commitment to students with disabilities?		5.48 / 1.44			5.72 / 1.40		-0.24 *
87. Cost as factor in decision to enroll.	6.48			6.35			
88. Financial aid as factor in decision to enroll.	6.06			6.10			
89. Academic reputation as factor in decision to enroll.	5.54			5.94			
90. Size of institution as factor in decision to enroll.	4.79			5.21			

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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	
91. Opportunity to play sports as factor in decision to enroll.	3.29			3.56			
92. Recommendations from family/friends as factor in decision to enroll.	4.62			4.99			
93. Geographic setting as factor in decision to enroll.	5.17			5.58			
94. Campus appearance as factor in decision to enroll.	4.86			5.27			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.25			5.47			

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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: 4.74	Average: 4.90	-0.16
1=Much worse than expected	1%	1%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	5%	6%	
4=About what I expected	38%	33%	
5=Better than I expected	28%	25%	
6=Quite a bit better than I expected	11%	13%	
7=Much better than expected	12%	17%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.59	Average: 5.55	0.04
1=Not satisfied at all	0%	1%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	3%	5%	
4=Neutral	11%	10%	
5=Somewhat satisfied	16%	15%	
6=Satisfied	49%	40%	
7=Very satisfied	17%	23%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.78	Average: 5.78	0.00
1=Definitely not	1%	2%	
2=Probably not	4%	3%	
3=Maybe not	1%	3%	
4=I don't know	6%	7%	
5=Maybe yes	12%	10%	
6=Probably yes	38%	30%	
7=Definitely yes	34%	41%	