

Demographics

Gender	N	%	Class Level	N	%
Female	112	60.22%	1 year or less	74	40.00%
Male	74	39.78%	2 years	70	37.84%
Total	186	100.00%	3 years	29	15.68%
No Response	5		4 or more years	12	6.49%
			Total	185	100.00%
			No Response	6	
Age	N	%	Current GPA	N	%
18 and under	12	6.45%	No credits earned	19	10.50%
19 to 24	73	39.25%	1.99 or below	4	2.21%
25 to 34	56	30.11%	2.0 - 2.49	13	7.18%
35 to 44	30	16.13%	2.5 - 2.99	36	19.89%
45 and over	15	8.06%	3.0 - 3.49	60	33.15%
Total	186	100.00%	3.5 or above	49	27.07%
No Response	5		Total	181	100.00%
			No Response	10	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	26	14.13%	Associate degree	101	55.80%
American Indian or Alaskan Native	2	1.09%	Vocational/technical program	6	3.31%
Asian or Pacific Islander	6	3.26%	Transfer to another institution	49	27.07%
Caucasian/White	90	48.91%	Certification (initial / renewal)	12	6.63%
Hispanic	46	25.00%	Self-improvement/pleasure	0	0.00%
Other race	6	3.26%	Job-related training	4	2.21%
Race - Prefer not to respond	8	4.35%	Other educational goal	9	4.97%
Total	184	100.00%	Total	181	100.00%
No Response	7		No Response	10	
Current Enrollment Status	N	%	Employment	N	%
Day	131	74.01%	Full-time off campus	57	30.65%
Evening	45	25.42%	Part-time off campus	60	32.26%
Weekend	1	0.56%	Full-time on campus	1	0.54%
Total	177	100.00%	Part-time on campus	6	3.23%
No Response	14		Not employed	62	33.33%
			Total	186	100.00%
Current Class Load	N	%	No Response	5	
Full-time	123	66.49%			
Part-time	62	33.51%			
Total	185	100.00%			
No Response	6				

Demographics

1071	10	5.99%
Total	167	100.00%
No Response	24	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 18. The quality of instruction I receive in most of my classes is excellent.
- 8. Classes are scheduled at times that are convenient for me.
- 15. I am able to register for classes I need with few conflicts.
- 70. I am able to experience intellectual growth here.
- 31. The campus is safe and secure for all students.
- 66. Program requirements are clear and reasonable.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 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.
- 34. Computer labs are adequate and accessible.
- 41. Admissions staff are knowledgeable.
- 28. It is an enjoyable experience to be a student on this campus.
- 62. Bookstore staff are helpful.
- 27. The campus staff are caring and helpful.

Challenges

- 8. Classes are scheduled at times that are convenient for me.
- 69. There is a good variety of courses provided on this campus.
- 7. Adequate financial aid is available for most students.
- 5. The personnel involved in registration are helpful.
- 24. Parking lots are well-lighted and secure.
- 52. This school does whatever it can to help me reach my educational goals.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 20. Financial aid counselors are helpful.
- 39. The amount of student parking space on campus is 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.
- 47. There are adequate services to help me decide upon a career.
- 54. Faculty are interested in my academic problems.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Community Colleges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 15. I am able to register for classes I need with few conflicts.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 46. Faculty provide timely feedback about student progress in a course.
- 61. Faculty are usually available after class and during office hours.
- 41. Admissions staff are knowledgeable.
- 23. Faculty are understanding of students' unique life circumstances.
- 37. Faculty take into consideration student differences as they teach a course.
- 63. I seldom get the "run-around" when seeking information on this campus.
- 62. Bookstore staff are helpful.

Higher Importance vs. National Community Colleges

- 24. Parking lots are well-lighted and secure.
- 14. Library resources and services are adequate.
- 21. There are a sufficient number of study areas on campus.
- 63. I seldom get the "run-around" when seeking information on this campus.

Institutional Summary
Scales: In Order of Importance

Scale	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.31	5.63 / 0.97	0.68	6.22	5.44 / 1.08	0.78	0.19 *
Registration Effectiveness	6.26	5.56 / 1.03	0.70	6.20	5.46 / 1.05	0.74	0.10
Academic Advising/Counseling	6.20	5.33 / 1.23	0.87	6.18	5.23 / 1.34	0.95	0.10
Academic Services	6.19	5.50 / 1.08	0.69	6.09	5.51 / 1.06	0.58	-0.01
Safety and Security	6.18	5.24 / 1.22	0.94	6.05	5.06 / 1.20	0.99	0.18 *
Concern for the Individual	6.16	5.41 / 1.16	0.75	6.12	5.25 / 1.23	0.87	0.16
Admissions and Financial Aid	6.16	5.32 / 1.21	0.84	6.09	5.19 / 1.24	0.90	0.13
Service Excellence	6.09	5.39 / 1.05	0.70	6.00	5.31 / 1.09	0.69	0.08
Campus Climate	6.07	5.43 / 1.08	0.64	6.01	5.34 / 1.09	0.67	0.09
Student Centeredness	6.05	5.54 / 1.17	0.51	6.02	5.41 / 1.16	0.61	0.13
Campus Support Services	5.52	5.06 / 1.25	0.46	5.51	5.00 / 1.19	0.51	0.06
Responsiveness to Diverse Populations		5.56 / 1.28			5.52 / 1.25		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 191857 records.

Institutional Summary
Items: In Order of Importance

Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
18. The quality of instruction I receive in most of my classes is excellent.	6.58	5.97 / 1.13	0.61	6.44	5.60 / 1.35	0.84	0.37 ***
8. Classes are scheduled at times that are convenient for me.	6.53	5.68 / 1.45	0.85	6.45	5.49 / 1.51	0.96	0.19
15. I am able to register for classes I need with few conflicts.	6.48	5.82 / 1.26	0.66	6.38	5.39 / 1.56	0.99	0.43 ***
70. I am able to experience intellectual growth here.	6.47	5.91 / 1.22	0.56	6.35	5.76 / 1.32	0.59	0.15
31. The campus is safe and secure for all students.	6.46	5.62 / 1.44	0.84	6.33	5.63 / 1.34	0.70	-0.01
69. There is a good variety of courses provided on this campus.	6.46	5.54 / 1.51	0.92	6.33	5.65 / 1.41	0.68	-0.11
7. Adequate financial aid is available for most students.	6.42	5.28 / 1.79	1.14	6.27	5.28 / 1.68	0.99	0.00
66. Program requirements are clear and reasonable.	6.39	5.63 / 1.28	0.76	6.29	5.55 / 1.39	0.74	0.08
32. My academic advisor is knowledgeable about my program requirements.	6.38	5.61 / 1.47	0.77	6.33	5.40 / 1.65	0.93	0.21
58. Nearly all of the faculty are knowledgeable in their fields.	6.38	5.86 / 1.23	0.52	6.36	5.71 / 1.33	0.65	0.15
29. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.68 / 1.35	0.69	6.27	5.42 / 1.49	0.85	0.26 *
68. On the whole, the campus is well-maintained.	6.35	5.78 / 1.38	0.57	6.20	5.83 / 1.30	0.37	-0.05
5. The personnel involved in registration are helpful.	6.35	5.50 / 1.58	0.85	6.21	5.35 / 1.58	0.86	0.15

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Institutional Summary

Items: In Order of Importance

Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
24. Parking lots are well-lighted and secure.	6.34	5.39 / 1.52	0.95	6.13	5.18 / 1.63	0.95	0.21
46. Faculty provide timely feedback about student progress in a course.	6.33	5.51 / 1.33	0.82	6.22	5.29 / 1.50	0.93	0.22 *
61. Faculty are usually available after class and during office hours.	6.33	5.92 / 1.30	0.41	6.23	5.64 / 1.37	0.59	0.28 **
14. Library resources and services are adequate.	6.33	5.70 / 1.35	0.63	6.15	5.66 / 1.35	0.49	0.04
34. Computer labs are adequate and accessible.	6.31	5.70 / 1.40	0.61	6.21	5.57 / 1.46	0.64	0.13
52. This school does whatever it can to help me reach my educational goals.	6.29	5.33 / 1.44	0.96	6.24	5.27 / 1.50	0.97	0.06
41. Admissions staff are knowledgeable.	6.28	5.64 / 1.34	0.64	6.19	5.43 / 1.44	0.76	0.21 *
6. My academic advisor is approachable.	6.28	5.51 / 1.50	0.77	6.26	5.42 / 1.64	0.84	0.09
87. Cost as factor in decision to enroll.	6.26			6.31			
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.25	5.11 / 1.80	1.14	6.13	4.98 / 1.70	1.15	0.13
23. Faculty are understanding of students' unique life circumstances.	6.25	5.59 / 1.40	0.66	6.16	5.26 / 1.53	0.90	0.33 **
51. There are convenient ways of paying my school bill.	6.25	5.56 / 1.50	0.69	6.18	5.52 / 1.47	0.66	0.04
20. Financial aid counselors are helpful.	6.24	5.22 / 1.85	1.02	6.13	5.08 / 1.70	1.05	0.14

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Institutional Summary

Items: In Order of Importance

Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
37. Faculty take into consideration student differences as they teach a course.	6.24	5.49 / 1.28	0.75	6.09	5.25 / 1.47	0.84	0.24 *
39. The amount of student parking space on campus is adequate.	6.24	4.63 / 1.99	1.61	6.20	4.42 / 2.02	1.78	0.21
63. I seldom get the "run-around" when seeking information on this campus.	6.23	5.39 / 1.52	0.84	6.07	5.10 / 1.67	0.97	0.29 *
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.23	5.38 / 1.51	0.85	6.19	5.44 / 1.45	0.75	-0.06
21. There are a sufficient number of study areas on campus.	6.23	5.49 / 1.46	0.74	6.03	5.44 / 1.51	0.59	0.05
45. This institution has a good reputation within the community.	6.22	5.57 / 1.43	0.65	6.07	5.66 / 1.37	0.41	-0.09
28. It is an enjoyable experience to be a student on this campus.	6.22	5.73 / 1.34	0.49	6.17	5.54 / 1.43	0.63	0.19
65. Students are notified early in the term if they are doing poorly in a class.	6.21	5.09 / 1.50	1.12	6.19	4.91 / 1.74	1.28	0.18
42. The equipment in the lab facilities is kept up to date.	6.21	5.37 / 1.47	0.84	6.16	5.48 / 1.42	0.68	-0.11
47. There are adequate services to help me decide upon a career.	6.19	5.19 / 1.57	1.00	6.08	5.22 / 1.49	0.86	-0.03
50. Tutoring services are readily available.	6.19	5.47 / 1.58	0.72	6.04	5.50 / 1.45	0.54	-0.03
62. Bookstore staff are helpful.	6.19	5.83 / 1.31	0.36	6.06	5.60 / 1.47	0.46	0.23 *

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Institutional Summary
Items: In Order of Importance

Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
53. The assessment and course placement procedures are reasonable.	6.18	5.57 / 1.21	0.61	6.06	5.37 / 1.43	0.69	0.20
27. The campus staff are caring and helpful.	6.17	5.62 / 1.23	0.55	6.09	5.49 / 1.34	0.60	0.13
88. Financial aid as factor in decision to enroll.	6.16			6.03			
54. Faculty are interested in my academic problems.	6.16	5.31 / 1.39	0.85	6.05	5.21 / 1.49	0.84	0.10
56. The business office is open during hours which are convenient for most students.	6.16	5.39 / 1.52	0.77	6.05	5.43 / 1.43	0.62	-0.04
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.15	5.37 / 1.46	0.78	6.19	5.15 / 1.66	1.04	0.22
64. Nearly all classes deal with practical experiences and applications.	6.14	5.62 / 1.30	0.52	6.10	5.44 / 1.37	0.66	0.18
16. The college shows concern for students as individuals.	6.14	5.41 / 1.42	0.73	6.12	5.13 / 1.56	0.99	0.28 *
3. The quality of instruction in the vocational/ technical programs is excellent.	6.14	5.68 / 1.26	0.46	6.08	5.42 / 1.35	0.66	0.26 *
43. Class change (drop/add) policies are reasonable.	6.14	5.49 / 1.39	0.65	6.13	5.50 / 1.46	0.63	-0.01
25. My academic advisor is concerned about my success as an individual.	6.14	5.36 / 1.53	0.78	6.15	5.07 / 1.72	1.08	0.29 *
36. Students are made to feel welcome on this campus.	6.12	5.64 / 1.46	0.48	6.18	5.62 / 1.36	0.56	0.02

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Institutional Summary

Items: In Order of Importance

Item	Galveston 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.	6.11	5.65 / 1.22	0.46	6.00	5.32 / 1.41	0.68	0.33 **
9. Internships or practical experiences are provided in my degree/certificate program.	6.10	5.23 / 1.66	0.87	5.93	5.00 / 1.59	0.93	0.23
48. Counseling staff care about students as individuals.	6.10	4.97 / 1.74	1.13	6.07	5.22 / 1.54	0.85	-0.25 *
57. Administrators are approachable to students.	6.09	5.25 / 1.50	0.84	6.05	5.33 / 1.48	0.72	-0.08
67. Channels for expressing student complaints are readily available.	6.04	4.97 / 1.70	1.07	5.95	4.91 / 1.64	1.04	0.06
26. Library staff are helpful and approachable.	6.04	5.51 / 1.47	0.53	5.98	5.59 / 1.39	0.39	-0.08
12. My academic advisor helps me set goals to work toward.	6.03	5.16 / 1.65	0.87	6.04	5.04 / 1.73	1.00	0.12
2. Faculty care about me as an individual.	6.03	5.59 / 1.29	0.44	6.00	5.39 / 1.42	0.61	0.20
11. Security staff respond quickly in emergencies.	6.02	5.21 / 1.49	0.81	5.95	5.01 / 1.47	0.94	0.20
49. Admissions counselors respond to prospective students' unique needs and requests.	6.02	5.34 / 1.48	0.68	6.00	5.21 / 1.47	0.79	0.13
60. Billing policies are reasonable.	6.01	5.38 / 1.47	0.63	6.09	5.38 / 1.46	0.71	0.00
55. Academic support services adequately meet the needs of students.	6.00	5.21 / 1.40	0.79	6.04	5.31 / 1.39	0.73	-0.10
89. Academic reputation as factor in decision to enroll.	5.90			5.85			

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Institutional Summary

Items: In Order of Importance

Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
30. The career services office provides students with the help they need to get a job.	5.85	4.90 / 1.69	0.95	5.93	4.96 / 1.49	0.97	-0.06
75. Campus item 5	5.82	5.23 / 1.59	0.59				
4. Security staff are helpful.	5.81	5.34 / 1.55	0.47	5.59	5.03 / 1.57	0.56	0.31 **
59. New student orientation services help students adjust to college.	5.72	5.28 / 1.51	0.44	5.84	5.29 / 1.49	0.55	-0.01
38. The student center is a comfortable place for students to spend their leisure time.	5.70	4.99 / 1.69	0.71	5.72	5.28 / 1.47	0.44	-0.29 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.69	5.28 / 1.48	0.41	5.82	5.17 / 1.45	0.65	0.11
76. Campus item 6	5.67	5.22 / 1.41	0.45				
78. Campus item 8	5.67	4.98 / 1.82	0.69				
1. Most students feel a sense of belonging here.	5.57	5.55 / 1.40	0.02	5.53	5.33 / 1.38	0.20	0.22 *
44. I generally know what's happening on campus.	5.57	4.70 / 1.77	0.87	5.57	5.04 / 1.53	0.53	-0.34 **
93. Geographic setting as factor in decision to enroll.	5.54			5.48			
74. Campus item 4	5.42	4.72 / 1.78	0.70				
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.42			5.38			
80. Campus item 10	5.41	5.01 / 1.47	0.40				

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Institutional Summary
Items: In Order of Importance

Item	Galveston 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.	5.41			5.22			
73. Campus item 3	5.37	5.12 / 1.42	0.25				
71. Campus item 1	5.32	4.19 / 1.92	1.13				
19. This campus provides effective support services for displaced homemakers.	5.21	4.87 / 1.45	0.34	5.18	4.79 / 1.40	0.39	0.08
77. Campus item 7	5.13	4.55 / 1.81	0.58				
90. Size of institution as factor in decision to enroll.	5.12			5.19			
79. Campus item 9	5.11	4.58 / 1.78	0.53				
17. Personnel in the Veterans' Services program are helpful.	4.95	5.04 / 1.43	-0.09	4.80	4.65 / 1.40	0.15	0.39 **
10. Child care facilities are available on campus.	4.70	5.07 / 1.43	-0.37	4.52	4.44 / 1.67	0.08	0.63 ***
72. Campus item 2	4.61	4.45 / 1.75	0.16				
92. Recommendations from family/friends as factor in decision to enroll.	4.60			4.91			
91. Opportunity to play sports as factor in decision to enroll.	3.55			3.53			
82. Institution's commitment to evening students?		5.71 / 1.38			5.53 / 1.43		0.18
83. Institution's commitment to older, returning learners?		5.56 / 1.48			5.60 / 1.40		-0.04

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 *** Difference statistically significant at the .001 level

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Institutional Summary
Items: In Order of Importance

Item	Galveston 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?		5.41 / 1.43			5.42 / 1.39		-0.01
85. Institution's commitment to commuters?		5.45 / 1.44			5.41 / 1.47		0.04
86. Institution's commitment to students with disabilities?		5.42 / 1.46			5.54 / 1.41		-0.12
81. Institution's commitment to part-time students?		5.79 / 1.26			5.63 / 1.36		0.16

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Institutional Summary

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

Scale/Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.20	5.33 / 1.23	0.87	6.18	5.23 / 1.34	0.95	0.10
6. My academic advisor is approachable.	6.28	5.51 / 1.50	0.77	6.26	5.42 / 1.64	0.84	0.09
12. My academic advisor helps me set goals to work toward.	6.03	5.16 / 1.65	0.87	6.04	5.04 / 1.73	1.00	0.12
25. My academic advisor is concerned about my success as an individual.	6.14	5.36 / 1.53	0.78	6.15	5.07 / 1.72	1.08	0.29 *
32. My academic advisor is knowledgeable about my program requirements.	6.38	5.61 / 1.47	0.77	6.33	5.40 / 1.65	0.93	0.21
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.15	5.37 / 1.46	0.78	6.19	5.15 / 1.66	1.04	0.22
48. Counseling staff care about students as individuals.	6.10	4.97 / 1.74	1.13	6.07	5.22 / 1.54	0.85	-0.25 *
52. This school does whatever it can to help me reach my educational goals.	6.29	5.33 / 1.44	0.96	6.24	5.27 / 1.50	0.97	0.06

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Institutional Summary

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

Scale/Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.19	5.50 / 1.08	0.69	6.09	5.51 / 1.06	0.58	-0.01
14. Library resources and services are adequate.	6.33	5.70 / 1.35	0.63	6.15	5.66 / 1.35	0.49	0.04
21. There are a sufficient number of study areas on campus.	6.23	5.49 / 1.46	0.74	6.03	5.44 / 1.51	0.59	0.05
26. Library staff are helpful and approachable.	6.04	5.51 / 1.47	0.53	5.98	5.59 / 1.39	0.39	-0.08
34. Computer labs are adequate and accessible.	6.31	5.70 / 1.40	0.61	6.21	5.57 / 1.46	0.64	0.13
42. The equipment in the lab facilities is kept up to date.	6.21	5.37 / 1.47	0.84	6.16	5.48 / 1.42	0.68	-0.11
50. Tutoring services are readily available.	6.19	5.47 / 1.58	0.72	6.04	5.50 / 1.45	0.54	-0.03
55. Academic support services adequately meet the needs of students.	6.00	5.21 / 1.40	0.79	6.04	5.31 / 1.39	0.73	-0.10

* 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 191857 records.

Institutional Summary

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

Scale/Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.16	5.32 / 1.21	0.84	6.09	5.19 / 1.24	0.90	0.13
7. Adequate financial aid is available for most students.	6.42	5.28 / 1.79	1.14	6.27	5.28 / 1.68	0.99	0.00
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.25	5.11 / 1.80	1.14	6.13	4.98 / 1.70	1.15	0.13
20. Financial aid counselors are helpful.	6.24	5.22 / 1.85	1.02	6.13	5.08 / 1.70	1.05	0.14
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.69	5.28 / 1.48	0.41	5.82	5.17 / 1.45	0.65	0.11
41. Admissions staff are knowledgeable.	6.28	5.64 / 1.34	0.64	6.19	5.43 / 1.44	0.76	0.21 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.02	5.34 / 1.48	0.68	6.00	5.21 / 1.47	0.79	0.13

* 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 191857 records.

Institutional Summary

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

Scale/Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.07	5.43 / 1.08	0.64	6.01	5.34 / 1.09	0.67	0.09
1. Most students feel a sense of belonging here.	5.57	5.55 / 1.40	0.02	5.53	5.33 / 1.38	0.20	0.22 *
2. Faculty care about me as an individual.	6.03	5.59 / 1.29	0.44	6.00	5.39 / 1.42	0.61	0.20
16. The college shows concern for students as individuals.	6.14	5.41 / 1.42	0.73	6.12	5.13 / 1.56	0.99	0.28 *
22. People on this campus respect and are supportive of each other.	6.11	5.65 / 1.22	0.46	6.00	5.32 / 1.41	0.68	0.33 **
27. The campus staff are caring and helpful.	6.17	5.62 / 1.23	0.55	6.09	5.49 / 1.34	0.60	0.13
28. It is an enjoyable experience to be a student on this campus.	6.22	5.73 / 1.34	0.49	6.17	5.54 / 1.43	0.63	0.19
31. The campus is safe and secure for all students.	6.46	5.62 / 1.44	0.84	6.33	5.63 / 1.34	0.70	-0.01
36. Students are made to feel welcome on this campus.	6.12	5.64 / 1.46	0.48	6.18	5.62 / 1.36	0.56	0.02
44. I generally know what's happening on campus.	5.57	4.70 / 1.77	0.87	5.57	5.04 / 1.53	0.53	-0.34 **
45. This institution has a good reputation within the community.	6.22	5.57 / 1.43	0.65	6.07	5.66 / 1.37	0.41	-0.09
52. This school does whatever it can to help me reach my educational goals.	6.29	5.33 / 1.44	0.96	6.24	5.27 / 1.50	0.97	0.06
57. Administrators are approachable to students.	6.09	5.25 / 1.50	0.84	6.05	5.33 / 1.48	0.72	-0.08

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 191857 records.

Institutional Summary

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

Scale/Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
59. New student orientation services help students adjust to college.	5.72	5.28 / 1.51	0.44	5.84	5.29 / 1.49	0.55	-0.01
63. I seldom get the "run-around" when seeking information on this campus.	6.23	5.39 / 1.52	0.84	6.07	5.10 / 1.67	0.97	0.29 *
67. Channels for expressing student complaints are readily available.	6.04	4.97 / 1.70	1.07	5.95	4.91 / 1.64	1.04	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 191857 records.

Institutional Summary

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

Scale/Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.52	5.06 / 1.25	0.46	5.51	5.00 / 1.19	0.51	0.06
10. Child care facilities are available on campus.	4.70	5.07 / 1.43	-0.37	4.52	4.44 / 1.67	0.08	0.63 ***
17. Personnel in the Veterans' Services program are helpful.	4.95	5.04 / 1.43	-0.09	4.80	4.65 / 1.40	0.15	0.39 **
19. This campus provides effective support services for displaced homemakers.	5.21	4.87 / 1.45	0.34	5.18	4.79 / 1.40	0.39	0.08
30. The career services office provides students with the help they need to get a job.	5.85	4.90 / 1.69	0.95	5.93	4.96 / 1.49	0.97	-0.06
38. The student center is a comfortable place for students to spend their leisure time.	5.70	4.99 / 1.69	0.71	5.72	5.28 / 1.47	0.44	-0.29 *
47. There are adequate services to help me decide upon a career.	6.19	5.19 / 1.57	1.00	6.08	5.22 / 1.49	0.86	-0.03
59. New student orientation services help students adjust to college.	5.72	5.28 / 1.51	0.44	5.84	5.29 / 1.49	0.55	-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 191857 records.

Institutional Summary

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

Scale/Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.16	5.41 / 1.16	0.75	6.12	5.25 / 1.23	0.87	0.16
2. Faculty care about me as an individual.	6.03	5.59 / 1.29	0.44	6.00	5.39 / 1.42	0.61	0.20
16. The college shows concern for students as individuals.	6.14	5.41 / 1.42	0.73	6.12	5.13 / 1.56	0.99	0.28 *
25. My academic advisor is concerned about my success as an individual.	6.14	5.36 / 1.53	0.78	6.15	5.07 / 1.72	1.08	0.29 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.68 / 1.35	0.69	6.27	5.42 / 1.49	0.85	0.26 *
48. Counseling staff care about students as individuals.	6.10	4.97 / 1.74	1.13	6.07	5.22 / 1.54	0.85	-0.25 *

* 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 191857 records.

Institutional Summary

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

Scale/Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.31	5.63 / 0.97	0.68	6.22	5.44 / 1.08	0.78	0.19 *
2. Faculty care about me as an individual.	6.03	5.59 / 1.29	0.44	6.00	5.39 / 1.42	0.61	0.20
18. The quality of instruction I receive in most of my classes is excellent.	6.58	5.97 / 1.13	0.61	6.44	5.60 / 1.35	0.84	0.37 ***
23. Faculty are understanding of students' unique life circumstances.	6.25	5.59 / 1.40	0.66	6.16	5.26 / 1.53	0.90	0.33 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.68 / 1.35	0.69	6.27	5.42 / 1.49	0.85	0.26 *
37. Faculty take into consideration student differences as they teach a course.	6.24	5.49 / 1.28	0.75	6.09	5.25 / 1.47	0.84	0.24 *
46. Faculty provide timely feedback about student progress in a course.	6.33	5.51 / 1.33	0.82	6.22	5.29 / 1.50	0.93	0.22 *
54. Faculty are interested in my academic problems.	6.16	5.31 / 1.39	0.85	6.05	5.21 / 1.49	0.84	0.10
58. Nearly all of the faculty are knowledgeable in their fields.	6.38	5.86 / 1.23	0.52	6.36	5.71 / 1.33	0.65	0.15
61. Faculty are usually available after class and during office hours.	6.33	5.92 / 1.30	0.41	6.23	5.64 / 1.37	0.59	0.28 **
64. Nearly all classes deal with practical experiences and applications.	6.14	5.62 / 1.30	0.52	6.10	5.44 / 1.37	0.66	0.18
65. Students are notified early in the term if they are doing poorly in a class.	6.21	5.09 / 1.50	1.12	6.19	4.91 / 1.74	1.28	0.18

* 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 191857 records.

Institutional Summary

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

Scale/Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
66. Program requirements are clear and reasonable.	6.39	5.63 / 1.28	0.76	6.29	5.55 / 1.39	0.74	0.08
69. There is a good variety of courses provided on this campus.	6.46	5.54 / 1.51	0.92	6.33	5.65 / 1.41	0.68	-0.11
70. I am able to experience intellectual growth here.	6.47	5.91 / 1.22	0.56	6.35	5.76 / 1.32	0.59	0.15

* 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 191857 records.

Institutional Summary

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

Scale/Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.26	5.56 / 1.03	0.70	6.20	5.46 / 1.05	0.74	0.10
5. The personnel involved in registration are helpful.	6.35	5.50 / 1.58	0.85	6.21	5.35 / 1.58	0.86	0.15
8. Classes are scheduled at times that are convenient for me.	6.53	5.68 / 1.45	0.85	6.45	5.49 / 1.51	0.96	0.19
15. I am able to register for classes I need with few conflicts.	6.48	5.82 / 1.26	0.66	6.38	5.39 / 1.56	0.99	0.43 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.23	5.38 / 1.51	0.85	6.19	5.44 / 1.45	0.75	-0.06
43. Class change (drop/add) policies are reasonable.	6.14	5.49 / 1.39	0.65	6.13	5.50 / 1.46	0.63	-0.01
51. There are convenient ways of paying my school bill.	6.25	5.56 / 1.50	0.69	6.18	5.52 / 1.47	0.66	0.04
56. The business office is open during hours which are convenient for most students.	6.16	5.39 / 1.52	0.77	6.05	5.43 / 1.43	0.62	-0.04
60. Billing policies are reasonable.	6.01	5.38 / 1.47	0.63	6.09	5.38 / 1.46	0.71	0.00
62. Bookstore staff are helpful.	6.19	5.83 / 1.31	0.36	6.06	5.60 / 1.47	0.46	0.23 *

National Group Means are based on 191857 records.

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

Institutional Summary

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

Scale/Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.56 / 1.28			5.52 / 1.25		0.04
81. Institution's commitment to part-time students?		5.79 / 1.26			5.63 / 1.36		0.16
82. Institution's commitment to evening students?		5.71 / 1.38			5.53 / 1.43		0.18
83. Institution's commitment to older, returning learners?		5.56 / 1.48			5.60 / 1.40		-0.04
84. Institution's commitment to under-represented populations?		5.41 / 1.43			5.42 / 1.39		-0.01
85. Institution's commitment to commuters?		5.45 / 1.44			5.41 / 1.47		0.04
86. Institution's commitment to students with disabilities?		5.42 / 1.46			5.54 / 1.41		-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 191857 records.

Institutional Summary

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

Scale/Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.18	5.24 / 1.22	0.94	6.05	5.06 / 1.20	0.99	0.18 *
4. Security staff are helpful.	5.81	5.34 / 1.55	0.47	5.59	5.03 / 1.57	0.56	0.31 **
11. Security staff respond quickly in emergencies.	6.02	5.21 / 1.49	0.81	5.95	5.01 / 1.47	0.94	0.20
24. Parking lots are well-lighted and secure.	6.34	5.39 / 1.52	0.95	6.13	5.18 / 1.63	0.95	0.21
31. The campus is safe and secure for all students.	6.46	5.62 / 1.44	0.84	6.33	5.63 / 1.34	0.70	-0.01
39. The amount of student parking space on campus is adequate.	6.24	4.63 / 1.99	1.61	6.20	4.42 / 2.02	1.78	0.21

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

National Group Means are based on 191857 records.

Institutional Summary

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

Scale/Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.09	5.39 / 1.05	0.70	6.00	5.31 / 1.09	0.69	0.08
5. The personnel involved in registration are helpful.	6.35	5.50 / 1.58	0.85	6.21	5.35 / 1.58	0.86	0.15
22. People on this campus respect and are supportive of each other.	6.11	5.65 / 1.22	0.46	6.00	5.32 / 1.41	0.68	0.33 **
26. Library staff are helpful and approachable.	6.04	5.51 / 1.47	0.53	5.98	5.59 / 1.39	0.39	-0.08
27. The campus staff are caring and helpful.	6.17	5.62 / 1.23	0.55	6.09	5.49 / 1.34	0.60	0.13
44. I generally know what's happening on campus.	5.57	4.70 / 1.77	0.87	5.57	5.04 / 1.53	0.53	-0.34 **
57. Administrators are approachable to students.	6.09	5.25 / 1.50	0.84	6.05	5.33 / 1.48	0.72	-0.08
62. Bookstore staff are helpful.	6.19	5.83 / 1.31	0.36	6.06	5.60 / 1.47	0.46	0.23 *
63. I seldom get the "run-around" when seeking information on this campus.	6.23	5.39 / 1.52	0.84	6.07	5.10 / 1.67	0.97	0.29 *
67. Channels for expressing student complaints are readily available.	6.04	4.97 / 1.70	1.07	5.95	4.91 / 1.64	1.04	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 191857 records.

Institutional Summary

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

Scale/Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.05	5.54 / 1.17	0.51	6.02	5.41 / 1.16	0.61	0.13
1. Most students feel a sense of belonging here.	5.57	5.55 / 1.40	0.02	5.53	5.33 / 1.38	0.20	0.22 *
16. The college shows concern for students as individuals.	6.14	5.41 / 1.42	0.73	6.12	5.13 / 1.56	0.99	0.28 *
27. The campus staff are caring and helpful.	6.17	5.62 / 1.23	0.55	6.09	5.49 / 1.34	0.60	0.13
28. It is an enjoyable experience to be a student on this campus.	6.22	5.73 / 1.34	0.49	6.17	5.54 / 1.43	0.63	0.19
36. Students are made to feel welcome on this campus.	6.12	5.64 / 1.46	0.48	6.18	5.62 / 1.36	0.56	0.02
57. Administrators are approachable to students.	6.09	5.25 / 1.50	0.84	6.05	5.33 / 1.48	0.72	-0.08

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

National Group Means are based on 191857 records.

Institutional Summary

Items: In Sequential Order

Item	Galveston 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.	5.57	5.55 / 1.40	0.02	5.53	5.33 / 1.38	0.20	0.22 *
2. Faculty care about me as an individual.	6.03	5.59 / 1.29	0.44	6.00	5.39 / 1.42	0.61	0.20
3. The quality of instruction in the vocational/technical programs is excellent.	6.14	5.68 / 1.26	0.46	6.08	5.42 / 1.35	0.66	0.26 *
4. Security staff are helpful.	5.81	5.34 / 1.55	0.47	5.59	5.03 / 1.57	0.56	0.31 **
5. The personnel involved in registration are helpful.	6.35	5.50 / 1.58	0.85	6.21	5.35 / 1.58	0.86	0.15
6. My academic advisor is approachable.	6.28	5.51 / 1.50	0.77	6.26	5.42 / 1.64	0.84	0.09
7. Adequate financial aid is available for most students.	6.42	5.28 / 1.79	1.14	6.27	5.28 / 1.68	0.99	0.00
8. Classes are scheduled at times that are convenient for me.	6.53	5.68 / 1.45	0.85	6.45	5.49 / 1.51	0.96	0.19
9. Internships or practical experiences are provided in my degree/certificate program.	6.10	5.23 / 1.66	0.87	5.93	5.00 / 1.59	0.93	0.23
10. Child care facilities are available on campus.	4.70	5.07 / 1.43	-0.37	4.52	4.44 / 1.67	0.08	0.63 ***
11. Security staff respond quickly in emergencies.	6.02	5.21 / 1.49	0.81	5.95	5.01 / 1.47	0.94	0.20
12. My academic advisor helps me set goals to work toward.	6.03	5.16 / 1.65	0.87	6.04	5.04 / 1.73	1.00	0.12
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.25	5.11 / 1.80	1.14	6.13	4.98 / 1.70	1.15	0.13
14. Library resources and services are adequate.	6.33	5.70 / 1.35	0.63	6.15	5.66 / 1.35	0.49	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 191857 records.

Institutional Summary

Items: In Sequential Order

Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
15. I am able to register for classes I need with few conflicts.	6.48	5.82 / 1.26	0.66	6.38	5.39 / 1.56	0.99	0.43 ***
16. The college shows concern for students as individuals.	6.14	5.41 / 1.42	0.73	6.12	5.13 / 1.56	0.99	0.28 *
17. Personnel in the Veterans' Services program are helpful.	4.95	5.04 / 1.43	-0.09	4.80	4.65 / 1.40	0.15	0.39 **
18. The quality of instruction I receive in most of my classes is excellent.	6.58	5.97 / 1.13	0.61	6.44	5.60 / 1.35	0.84	0.37 ***
19. This campus provides effective support services for displaced homemakers.	5.21	4.87 / 1.45	0.34	5.18	4.79 / 1.40	0.39	0.08
20. Financial aid counselors are helpful.	6.24	5.22 / 1.85	1.02	6.13	5.08 / 1.70	1.05	0.14
21. There are a sufficient number of study areas on campus.	6.23	5.49 / 1.46	0.74	6.03	5.44 / 1.51	0.59	0.05
22. People on this campus respect and are supportive of each other.	6.11	5.65 / 1.22	0.46	6.00	5.32 / 1.41	0.68	0.33 **
23. Faculty are understanding of students' unique life circumstances.	6.25	5.59 / 1.40	0.66	6.16	5.26 / 1.53	0.90	0.33 **
24. Parking lots are well-lighted and secure.	6.34	5.39 / 1.52	0.95	6.13	5.18 / 1.63	0.95	0.21
25. My academic advisor is concerned about my success as an individual.	6.14	5.36 / 1.53	0.78	6.15	5.07 / 1.72	1.08	0.29 *
26. Library staff are helpful and approachable.	6.04	5.51 / 1.47	0.53	5.98	5.59 / 1.39	0.39	-0.08

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

National Group Means are based on 191857 records.

Institutional Summary

Items: In Sequential Order

Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
27. The campus staff are caring and helpful.	6.17	5.62 / 1.23	0.55	6.09	5.49 / 1.34	0.60	0.13
28. It is an enjoyable experience to be a student on this campus.	6.22	5.73 / 1.34	0.49	6.17	5.54 / 1.43	0.63	0.19
29. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.68 / 1.35	0.69	6.27	5.42 / 1.49	0.85	0.26 *
30. The career services office provides students with the help they need to get a job.	5.85	4.90 / 1.69	0.95	5.93	4.96 / 1.49	0.97	-0.06
31. The campus is safe and secure for all students.	6.46	5.62 / 1.44	0.84	6.33	5.63 / 1.34	0.70	-0.01
32. My academic advisor is knowledgeable about my program requirements.	6.38	5.61 / 1.47	0.77	6.33	5.40 / 1.65	0.93	0.21
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.69	5.28 / 1.48	0.41	5.82	5.17 / 1.45	0.65	0.11
34. Computer labs are adequate and accessible.	6.31	5.70 / 1.40	0.61	6.21	5.57 / 1.46	0.64	0.13
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.23	5.38 / 1.51	0.85	6.19	5.44 / 1.45	0.75	-0.06
36. Students are made to feel welcome on this campus.	6.12	5.64 / 1.46	0.48	6.18	5.62 / 1.36	0.56	0.02
37. Faculty take into consideration student differences as they teach a course.	6.24	5.49 / 1.28	0.75	6.09	5.25 / 1.47	0.84	0.24 *
38. The student center is a comfortable place for students to spend their leisure time.	5.70	4.99 / 1.69	0.71	5.72	5.28 / 1.47	0.44	-0.29 *

* 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 191857 records.

Institutional Summary

Items: In Sequential Order

Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
39. The amount of student parking space on campus is adequate.	6.24	4.63 / 1.99	1.61	6.20	4.42 / 2.02	1.78	0.21
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.15	5.37 / 1.46	0.78	6.19	5.15 / 1.66	1.04	0.22
41. Admissions staff are knowledgeable.	6.28	5.64 / 1.34	0.64	6.19	5.43 / 1.44	0.76	0.21 *
42. The equipment in the lab facilities is kept up to date.	6.21	5.37 / 1.47	0.84	6.16	5.48 / 1.42	0.68	-0.11
43. Class change (drop/add) policies are reasonable.	6.14	5.49 / 1.39	0.65	6.13	5.50 / 1.46	0.63	-0.01
44. I generally know what's happening on campus.	5.57	4.70 / 1.77	0.87	5.57	5.04 / 1.53	0.53	-0.34 **
45. This institution has a good reputation within the community.	6.22	5.57 / 1.43	0.65	6.07	5.66 / 1.37	0.41	-0.09
46. Faculty provide timely feedback about student progress in a course.	6.33	5.51 / 1.33	0.82	6.22	5.29 / 1.50	0.93	0.22 *
47. There are adequate services to help me decide upon a career.	6.19	5.19 / 1.57	1.00	6.08	5.22 / 1.49	0.86	-0.03
48. Counseling staff care about students as individuals.	6.10	4.97 / 1.74	1.13	6.07	5.22 / 1.54	0.85	-0.25 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.02	5.34 / 1.48	0.68	6.00	5.21 / 1.47	0.79	0.13
50. Tutoring services are readily available.	6.19	5.47 / 1.58	0.72	6.04	5.50 / 1.45	0.54	-0.03

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Institutional Summary

Items: In Sequential Order

Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
51. There are convenient ways of paying my school bill.	6.25	5.56 / 1.50	0.69	6.18	5.52 / 1.47	0.66	0.04
52. This school does whatever it can to help me reach my educational goals.	6.29	5.33 / 1.44	0.96	6.24	5.27 / 1.50	0.97	0.06
53. The assessment and course placement procedures are reasonable.	6.18	5.57 / 1.21	0.61	6.06	5.37 / 1.43	0.69	0.20
54. Faculty are interested in my academic problems.	6.16	5.31 / 1.39	0.85	6.05	5.21 / 1.49	0.84	0.10
55. Academic support services adequately meet the needs of students.	6.00	5.21 / 1.40	0.79	6.04	5.31 / 1.39	0.73	-0.10
56. The business office is open during hours which are convenient for most students.	6.16	5.39 / 1.52	0.77	6.05	5.43 / 1.43	0.62	-0.04
57. Administrators are approachable to students.	6.09	5.25 / 1.50	0.84	6.05	5.33 / 1.48	0.72	-0.08
58. Nearly all of the faculty are knowledgeable in their fields.	6.38	5.86 / 1.23	0.52	6.36	5.71 / 1.33	0.65	0.15
59. New student orientation services help students adjust to college.	5.72	5.28 / 1.51	0.44	5.84	5.29 / 1.49	0.55	-0.01
60. Billing policies are reasonable.	6.01	5.38 / 1.47	0.63	6.09	5.38 / 1.46	0.71	0.00
61. Faculty are usually available after class and during office hours.	6.33	5.92 / 1.30	0.41	6.23	5.64 / 1.37	0.59	0.28 **
62. Bookstore staff are helpful.	6.19	5.83 / 1.31	0.36	6.06	5.60 / 1.47	0.46	0.23 *

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Institutional Summary

Items: In Sequential Order

Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
63. I seldom get the "run-around" when seeking information on this campus.	6.23	5.39 / 1.52	0.84	6.07	5.10 / 1.67	0.97	0.29 *
64. Nearly all classes deal with practical experiences and applications.	6.14	5.62 / 1.30	0.52	6.10	5.44 / 1.37	0.66	0.18
65. Students are notified early in the term if they are doing poorly in a class.	6.21	5.09 / 1.50	1.12	6.19	4.91 / 1.74	1.28	0.18
66. Program requirements are clear and reasonable.	6.39	5.63 / 1.28	0.76	6.29	5.55 / 1.39	0.74	0.08
67. Channels for expressing student complaints are readily available.	6.04	4.97 / 1.70	1.07	5.95	4.91 / 1.64	1.04	0.06
68. On the whole, the campus is well-maintained.	6.35	5.78 / 1.38	0.57	6.20	5.83 / 1.30	0.37	-0.05
69. There is a good variety of courses provided on this campus.	6.46	5.54 / 1.51	0.92	6.33	5.65 / 1.41	0.68	-0.11
70. I am able to experience intellectual growth here.	6.47	5.91 / 1.22	0.56	6.35	5.76 / 1.32	0.59	0.15
71. Campus item 1	5.32	4.19 / 1.92	1.13				
72. Campus item 2	4.61	4.45 / 1.75	0.16				
73. Campus item 3	5.37	5.12 / 1.42	0.25				
74. Campus item 4	5.42	4.72 / 1.78	0.70				
75. Campus item 5	5.82	5.23 / 1.59	0.59				
76. Campus item 6	5.67	5.22 / 1.41	0.45				
77. Campus item 7	5.13	4.55 / 1.81	0.58				

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Institutional Summary

Items: In Sequential Order

Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
78. Campus item 8	5.67	4.98 / 1.82	0.69				
79. Campus item 9	5.11	4.58 / 1.78	0.53				
80. Campus item 10	5.41	5.01 / 1.47	0.40				
81. Institution's commitment to part-time students?		5.79 / 1.26			5.63 / 1.36		0.16
82. Institution's commitment to evening students?		5.71 / 1.38			5.53 / 1.43		0.18
83. Institution's commitment to older, returning learners?		5.56 / 1.48			5.60 / 1.40		-0.04
84. Institution's commitment to under-represented populations?		5.41 / 1.43			5.42 / 1.39		-0.01
85. Institution's commitment to commuters?		5.45 / 1.44			5.41 / 1.47		0.04
86. Institution's commitment to students with disabilities?		5.42 / 1.46			5.54 / 1.41		-0.12
87. Cost as factor in decision to enroll.	6.26			6.31			
88. Financial aid as factor in decision to enroll.	6.16			6.03			
89. Academic reputation as factor in decision to enroll.	5.90			5.85			
90. Size of institution as factor in decision to enroll.	5.12			5.19			
91. Opportunity to play sports as factor in decision to enroll.	3.55			3.53			

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Institutional Summary

Items: In Sequential Order

Item	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
92. Recommendations from family/friends as factor in decision to enroll.	4.60			4.91			
93. Geographic setting as factor in decision to enroll.	5.54			5.48			
94. Campus appearance as factor in decision to enroll.	5.41			5.22			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.42			5.38			

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Institutional Summary

Summary Items

Summary Item	Galveston College - SSI	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.94 1% 0% 2% 41% 26% 8% 19%	Average: 4.82 1% 1% 6% 36% 25% 12% 15%	0.12
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.69 0% 0% 5% 9% 12% 51% 20%	Average: 5.46 1% 2% 5% 11% 17% 40% 20%	0.23
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.94 1% 1% 2% 6% 9% 39% 38%	Average: 5.72 2% 4% 3% 8% 10% 31% 39%	0.22