

Demographics

Gender	N	%	Class Level	N	%
Female	124	50.00%	1 year or less	132	53.01%
Male	124	50.00%	2 years	74	29.72%
Total	248	100.00%	3 years	24	9.64%
No Response	11		4 or more years	19	7.63%
			Total	249	100.00%
			No Response	10	
Age	N	%	Current GPA	N	%
18 and under	24	9.68%	No credits earned	24	9.92%
19 to 24	134	54.03%	1.99 or below	7	2.89%
25 to 34	54	21.77%	2.0 - 2.49	23	9.50%
35 to 44	21	8.47%	2.5 - 2.99	56	23.14%
45 and over	15	6.05%	3.0 - 3.49	85	35.12%
Total	248	100.00%	3.5 or above	47	19.42%
No Response	11		Total	242	100.00%
			No Response	17	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	39	15.79%	Associate degree	138	55.42%
American Indian or Alaskan Native	0	0.00%	Vocational/technical program	14	5.62%
Asian or Pacific Islander	6	2.43%	Transfer to another institution	52	20.88%
Caucasian/White	95	38.46%	Certification (initial / renewal)	23	9.24%
Hispanic	88	35.63%	Self-improvement/pleasure	0	0.00%
Other race	13	5.26%	Job-related training	9	3.61%
Race - Prefer not to respond	6	2.43%	Other educational goal	13	5.22%
Total	247	100.00%	Total	249	100.00%
No Response	12		No Response	10	
Current Enrollment Status	N	%	Employment	N	%
Day	168	69.42%	Full-time off campus	74	29.96%
Evening	73	30.17%	Part-time off campus	77	31.17%
Weekend	1	0.41%	Full-time on campus	6	2.43%
Total	242	100.00%	Part-time on campus	12	4.86%
No Response	17		Not employed	78	31.58%
			Total	247	100.00%
Current Class Load	N	%	No Response	12	
Full-time	161	65.71%			
Part-time	84	34.29%			
Total	245	100.00%			
No Response	14				

Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	6	2.42%	Campus item 2 - Answer 1	0	0%
Own house	54	21.77%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	77	31.05%	Campus item 2 - Answer 3	0	0%
Parent's home	96	38.71%	Campus item 2 - Answer 4	0	0%
Other residence	15	6.05%	Campus item 2 - Answer 5	0	0%
Total	248	100.00%	Campus item 2 - Answer 6	0	0%
No Response	11		Total	0	100.00%
			No Response	259	

Residence Classification			Group Code		
	N	%		N	%
In-state	233	93.57%	0128	1	0.43%
Out-of-state	8	3.21%	1001	6	2.58%
International (not U.S. citizen)	8	3.21%	1005	5	2.15%
Total	249	100.00%	1006	2	0.86%
No Response	10		1007	17	7.30%
			1011	4	1.72%
			1017	6	2.58%
			1021	12	5.15%
			1026	1	0.43%
			1028	44	18.88%
			1030	1	0.43%
			1032	6	2.58%
			1036	12	5.15%
			1040	4	1.72%
			1046	14	6.01%
			1050	1	0.43%
			1052	20	8.58%
			1055	27	11.59%
			1059	1	0.43%
			1061	2	0.86%
			1063	20	8.58%
			1066	2	0.86%
			1067	12	5.15%
			1070	5	2.15%
			1074	5	2.15%
			1075	1	0.43%
			1076	2	0.86%
			Total	233	100.00%
			No Response	26	

Disabilities		
	N	%
Yes - Disability	18	7.23%
No - Disability	231	92.77%
Total	249	100.00%
No Response	10	

Institution Was My		
	N	%
1st choice	181	73.28%
2nd choice	50	20.24%
3rd choice or lower	16	6.48%
Total	247	100.00%
No Response	12	

Institution Question		
	N	%
Campus item - Answer 1	8	33.33%
Campus item - Answer 2	4	16.67%
Campus item - Answer 3	2	8.33%
Campus item - Answer 4	6	25.00%
Campus item - Answer 5	0	0.00%
Campus item - Answer 6	4	16.67%
Total	24	100.00%
No Response	235	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. Classes are scheduled at times that are convenient for me.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 15. I am able to register for classes I need with few conflicts.
- 5. The personnel involved in registration are helpful.
- 32. My academic advisor is knowledgeable about my program requirements.
- 70. I am able to experience intellectual growth here.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 6. My academic advisor is approachable.
- 3. The quality of instruction in the vocational/technical programs is excellent.
- 36. Students are made to feel welcome on this campus.
- 28. It is an enjoyable experience to be a student on this campus.
- 69. There is a good variety of courses provided on this campus.
- 14. Library resources and services are adequate.
- 34. Computer labs are adequate and accessible.
- 45. This institution has a good reputation within the community.
- 68. On the whole, the campus is well-maintained.
- 61. Faculty are usually available after class and during office hours.

Challenges

- 79. Campus item 9
- 31. The campus is safe and secure for all students.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 24. Parking lots are well-lighted and secure.
- 52. This school does whatever it can to help me reach my educational goals.
- 23. Faculty are understanding of students' unique life circumstances.
- 16. The college shows concern for students as individuals.
- 37. Faculty take into consideration student differences as they teach a course.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 46. Faculty provide timely feedback about student progress in a course.
- 22. People on this campus respect and are supportive of each other.
- 39. The amount of student parking space on campus is adequate.
- 7. Adequate financial aid is available for most students.
- 65. Students are notified early in the term if they are doing poorly in a class.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Community Colleges

- 8. Classes are scheduled at times that are convenient for me.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 15. I am able to register for classes I need with few conflicts.
- 5. The personnel involved in registration are helpful.
- 6. My academic advisor is approachable.
- 3. The quality of instruction in the vocational/technical programs is excellent.
- 28. It is an enjoyable experience to be a student on this campus.
- 25. My academic advisor is concerned about my success as an individual.
- 16. The college shows concern for students as individuals.
- 37. Faculty take into consideration student differences as they teach a course.
- 39. The amount of student parking space on campus is adequate.

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	
Academic Advising/Counseling	6.03	5.63 / 1.14	0.40	6.26	5.42 / 1.36	0.84	0.21 *
Instructional Effectiveness	6.03	5.70 / 1.07	0.33	6.29	5.58 / 1.11	0.71	0.12
Registration Effectiveness	6.03	5.77 / 0.93	0.26	6.26	5.60 / 1.07	0.66	0.17 *
Concern for the Individual	6.00	5.66 / 1.10	0.34	6.20	5.43 / 1.26	0.77	0.23 **
Safety and Security	5.96	5.38 / 1.14	0.58	6.15	5.34 / 1.21	0.81	0.04
Academic Services	5.94	5.71 / 0.98	0.23	6.16	5.70 / 1.06	0.46	0.01
Student Centeredness	5.91	5.67 / 1.05	0.24	6.11	5.56 / 1.18	0.55	0.11
Admissions and Financial Aid	5.89	5.54 / 1.13	0.35	6.18	5.38 / 1.27	0.80	0.16 *
Campus Climate	5.89	5.61 / 1.02	0.28	6.10	5.50 / 1.12	0.60	0.11
Service Excellence	5.85	5.62 / 1.01	0.23	6.08	5.48 / 1.12	0.60	0.14 *
Campus Support Services	5.39	5.21 / 1.12	0.18	5.67	5.21 / 1.26	0.46	0.00
Responsiveness to Diverse Populations		5.73 / 1.24			5.66 / 1.27		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
Items: In Order of Importance

Item	Galveston 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.	6.30	5.94 / 1.24	0.36	6.46	5.56 / 1.50	0.90	0.38 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.28	5.87 / 1.25	0.41	6.49	5.66 / 1.37	0.83	0.21 *
79. Campus item 9	6.23	5.69 / 1.52	0.54				
31. The campus is safe and secure for all students.	6.19	5.71 / 1.33	0.48	6.41	5.82 / 1.29	0.59	-0.11
15. I am able to register for classes I need with few conflicts.	6.16	5.84 / 1.24	0.32	6.43	5.57 / 1.51	0.86	0.27 **
87. Cost as factor in decision to enroll.	6.15			6.35			
5. The personnel involved in registration are helpful.	6.14	5.84 / 1.34	0.30	6.25	5.50 / 1.56	0.75	0.34 ***
32. My academic advisor is knowledgeable about my program requirements.	6.13	5.75 / 1.31	0.38	6.40	5.57 / 1.64	0.83	0.18
70. I am able to experience intellectual growth here.	6.13	5.93 / 1.23	0.20	6.42	5.90 / 1.29	0.52	0.03
6. My academic advisor is approachable.	6.12	5.86 / 1.35	0.26	6.32	5.59 / 1.62	0.73	0.27 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.12	5.81 / 1.30	0.31	6.42	5.83 / 1.31	0.59	-0.02
29. Faculty are fair and unbiased in their treatment of individual students.	6.09	5.65 / 1.40	0.44	6.34	5.57 / 1.49	0.77	0.08
24. Parking lots are well-lighted and secure.	6.08	5.54 / 1.47	0.54	6.19	5.42 / 1.57	0.77	0.12
66. Program requirements are clear and reasonable.	6.08	5.73 / 1.33	0.35	6.37	5.68 / 1.40	0.69	0.05
3. The quality of instruction in the vocational/technical programs is excellent.	6.06	5.75 / 1.28	0.31	6.19	5.52 / 1.37	0.67	0.23 *
36. Students are made to feel welcome on this campus.	6.06	5.78 / 1.27	0.28	6.26	5.77 / 1.34	0.49	0.01

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 ** Difference statistically significant at the .01 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	
21. There are a sufficient number of study areas on campus.	6.05	5.69 / 1.49	0.36	6.12	5.69 / 1.44	0.43	0.00
51. There are convenient ways of paying my school bill.	6.05	5.65 / 1.47	0.40	6.26	5.67 / 1.45	0.59	-0.02
28. It is an enjoyable experience to be a student on this campus.	6.04	5.88 / 1.19	0.16	6.23	5.65 / 1.43	0.58	0.23 *
41. Admissions staff are knowledgeable.	6.04	5.69 / 1.39	0.35	6.27	5.58 / 1.44	0.69	0.11
69. There is a good variety of courses provided on this campus.	6.04	5.75 / 1.35	0.29	6.37	5.79 / 1.37	0.58	-0.04
52. This school does whatever it can to help me reach my educational goals.	6.03	5.61 / 1.43	0.42	6.31	5.43 / 1.50	0.88	0.18
14. Library resources and services are adequate.	6.02	5.91 / 1.13	0.11	6.19	5.83 / 1.31	0.36	0.08
23. Faculty are understanding of students' unique life circumstances.	6.02	5.53 / 1.46	0.49	6.25	5.41 / 1.54	0.84	0.12
25. My academic advisor is concerned about my success as an individual.	6.02	5.65 / 1.42	0.37	6.23	5.29 / 1.71	0.94	0.36 **
16. The college shows concern for students as individuals.	6.01	5.56 / 1.40	0.45	6.19	5.29 / 1.57	0.90	0.27 **
37. Faculty take into consideration student differences as they teach a course.	6.01	5.56 / 1.44	0.45	6.17	5.37 / 1.49	0.80	0.19 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.01	5.39 / 1.63	0.62	6.26	5.34 / 1.66	0.92	0.05
46. Faculty provide timely feedback about student progress in a course.	6.00	5.56 / 1.37	0.44	6.31	5.45 / 1.50	0.86	0.11
22. People on this campus respect and are supportive of each other.	5.98	5.56 / 1.41	0.42	6.11	5.52 / 1.39	0.59	0.04
34. Computer labs are adequate and accessible.	5.98	5.75 / 1.34	0.23	6.25	5.82 / 1.37	0.43	-0.07

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National Group Means are based on 185252 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	
39. The amount of student parking space on campus is adequate.	5.98	5.09 / 1.82	0.89	6.23	4.84 / 1.95	1.39	0.25 *
7. Adequate financial aid is available for most students.	5.97	5.51 / 1.63	0.46	6.31	5.41 / 1.66	0.90	0.10
45. This institution has a good reputation within the community.	5.97	5.82 / 1.35	0.15	6.13	5.77 / 1.36	0.36	0.05
68. On the whole, the campus is well-maintained.	5.97	5.92 / 1.20	0.05	6.27	5.96 / 1.27	0.31	-0.04
77. Campus item 7	5.97	5.57 / 1.39	0.40				
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	5.96	5.70 / 1.27	0.26	6.27	5.59 / 1.44	0.68	0.11
42. The equipment in the lab facilities is kept up to date.	5.96	5.66 / 1.26	0.30	6.23	5.62 / 1.42	0.61	0.04
61. Faculty are usually available after class and during office hours.	5.96	5.79 / 1.43	0.17	6.28	5.77 / 1.35	0.51	0.02
54. Faculty are interested in my academic problems.	5.95	5.54 / 1.39	0.41	6.14	5.37 / 1.51	0.77	0.17
48. Counseling staff care about students as individuals.	5.94	5.68 / 1.37	0.26	6.17	5.46 / 1.52	0.71	0.22 *
60. Billing policies are reasonable.	5.94	5.59 / 1.40	0.35	6.18	5.54 / 1.45	0.64	0.05
65. Students are notified early in the term if they are doing poorly in a class.	5.94	5.50 / 1.47	0.44	6.23	5.12 / 1.73	1.11	0.38 ***
20. Financial aid counselors are helpful.	5.93	5.63 / 1.45	0.30	6.21	5.29 / 1.68	0.92	0.34 **
12. My academic advisor helps me set goals to work toward.	5.92	5.45 / 1.55	0.47	6.12	5.25 / 1.74	0.87	0.20
50. Tutoring services are readily available.	5.92	5.75 / 1.27	0.17	6.14	5.68 / 1.42	0.46	0.07
62. Bookstore staff are helpful.	5.92	5.98 / 1.24	-0.06	6.12	5.73 / 1.44	0.39	0.25 **

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 *** Difference statistically significant at the .001 level

National Group Means are based on 185252 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	
2. Faculty care about me as an individual.	5.91	5.75 / 1.32	0.16	6.10	5.52 / 1.43	0.58	0.23 *
27. The campus staff are caring and helpful.	5.91	5.74 / 1.25	0.17	6.19	5.67 / 1.32	0.52	0.07
43. Class change (drop/add) policies are reasonable.	5.91	5.64 / 1.24	0.27	6.20	5.66 / 1.44	0.54	-0.02
89. Academic reputation as factor in decision to enroll.	5.90			5.94			
47. There are adequate services to help me decide upon a career.	5.89	5.60 / 1.39	0.29	6.16	5.41 / 1.50	0.75	0.19
49. Admissions counselors respond to prospective students' unique needs and requests.	5.89	5.62 / 1.35	0.27	6.10	5.41 / 1.48	0.69	0.21 *
74. Campus item 4	5.88	5.52 / 1.39	0.36				
80. Campus item 10	5.88	5.59 / 1.50	0.29				
55. Academic support services adequately meet the needs of students.	5.87	5.57 / 1.33	0.30	6.15	5.50 / 1.41	0.65	0.07
64. Nearly all classes deal with practical experiences and applications.	5.87	5.78 / 1.26	0.09	6.19	5.57 / 1.38	0.62	0.21 *
56. The business office is open during hours which are convenient for most students.	5.86	5.71 / 1.35	0.15	6.13	5.59 / 1.42	0.54	0.12
53. The assessment and course placement procedures are reasonable.	5.83	5.62 / 1.33	0.21	6.16	5.55 / 1.41	0.61	0.07
63. I seldom get the "run-around" when seeking information on this campus.	5.83	5.65 / 1.29	0.18	6.13	5.26 / 1.66	0.87	0.39 ***
11. Security staff respond quickly in emergencies.	5.82	5.21 / 1.39	0.61	6.11	5.28 / 1.49	0.83	-0.07
88. Financial aid as factor in decision to enroll.	5.81			6.10			

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National Group Means are based on 185252 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	
9. Internships or practical experiences are provided in my degree/certificate program.	5.80	5.13 / 1.61	0.67	6.03	5.17 / 1.62	0.86	-0.04
57. Administrators are approachable to students.	5.80	5.48 / 1.43	0.32	6.15	5.52 / 1.46	0.63	-0.04
78. Campus item 8	5.80	5.69 / 1.31	0.11				
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.78	5.33 / 1.59	0.45	6.21	5.21 / 1.68	1.00	0.12
26. Library staff are helpful and approachable.	5.77	5.66 / 1.36	0.11	6.06	5.78 / 1.35	0.28	-0.12
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.74	5.44 / 1.42	0.30	5.96	5.38 / 1.47	0.58	0.06
4. Security staff are helpful.	5.73	5.31 / 1.55	0.42	5.78	5.30 / 1.55	0.48	0.01
67. Channels for expressing student complaints are readily available.	5.72	5.42 / 1.49	0.30	6.04	5.08 / 1.69	0.96	0.34 **
30. The career services office provides students with the help they need to get a job.	5.71	5.26 / 1.35	0.45	6.04	5.25 / 1.50	0.79	0.01
38. The student center is a comfortable place for students to spend their leisure time.	5.69	5.50 / 1.45	0.19	5.84	5.50 / 1.45	0.34	0.00
59. New student orientation services help students adjust to college.	5.66	5.43 / 1.42	0.23	5.95	5.43 / 1.52	0.52	0.00
1. Most students feel a sense of belonging here.	5.63	5.56 / 1.41	0.07	5.66	5.43 / 1.39	0.23	0.13
71. Campus item 1	5.62	5.43 / 1.45	0.19				
94. Campus appearance as factor in decision to enroll.	5.60			5.27			
93. Geographic setting as factor in decision to enroll.	5.57			5.58			

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 ** 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	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
44. I generally know what's happening on campus.	5.54	5.19 / 1.57	0.35	5.67	5.22 / 1.55	0.45	-0.03
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.53			5.47			
75. Campus item 5	5.51	5.52 / 1.43	-0.01				
72. Campus item 2	5.49	5.14 / 1.60	0.35				
76. Campus item 6	5.35	4.95 / 1.71	0.40				
90. Size of institution as factor in decision to enroll.	5.15			5.21			
19. This campus provides effective support services for displaced homemakers.	5.06	5.11 / 1.36	-0.05	5.39	5.00 / 1.47	0.39	0.11
17. Personnel in the Veterans' Services program are helpful.	5.01	4.88 / 1.53	0.13	5.22	4.98 / 1.49	0.24	-0.10
92. Recommendations from family/friends as factor in decision to enroll.	4.95			4.99			
73. Campus item 3	4.91	4.98 / 1.52	-0.07				
10. Child care facilities are available on campus.	4.46	4.41 / 1.73	0.05	4.60	4.46 / 1.80	0.14	-0.05
91. Opportunity to play sports as factor in decision to enroll.	4.11			3.56			
81. Institution's commitment to part-time students?		5.88 / 1.31			5.74 / 1.36		0.14
82. Institution's commitment to evening students?		5.80 / 1.40			5.61 / 1.45		0.19 *
83. Institution's commitment to older, returning learners?		5.79 / 1.40			5.71 / 1.42		0.08
84. Institution's commitment to under-represented populations?		5.70 / 1.37			5.59 / 1.41		0.11

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 ** Difference statistically significant at the .01 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	
85. Institution's commitment to commuters?		5.67 / 1.42			5.56 / 1.47		0.11
86. Institution's commitment to students with disabilities?		5.53 / 1.48			5.72 / 1.40		-0.19 *

* 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	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.03	5.63 / 1.14	0.40	6.26	5.42 / 1.36	0.84	0.21 *
6. My academic advisor is approachable.	6.12	5.86 / 1.35	0.26	6.32	5.59 / 1.62	0.73	0.27 **
12. My academic advisor helps me set goals to work toward.	5.92	5.45 / 1.55	0.47	6.12	5.25 / 1.74	0.87	0.20
25. My academic advisor is concerned about my success as an individual.	6.02	5.65 / 1.42	0.37	6.23	5.29 / 1.71	0.94	0.36 **
32. My academic advisor is knowledgeable about my program requirements.	6.13	5.75 / 1.31	0.38	6.40	5.57 / 1.64	0.83	0.18
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.01	5.39 / 1.63	0.62	6.26	5.34 / 1.66	0.92	0.05
48. Counseling staff care about students as individuals.	5.94	5.68 / 1.37	0.26	6.17	5.46 / 1.52	0.71	0.22 *
52. This school does whatever it can to help me reach my educational goals.	6.03	5.61 / 1.43	0.42	6.31	5.43 / 1.50	0.88	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 185252 records.

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	5.94	5.71 / 0.98	0.23	6.16	5.70 / 1.06	0.46	0.01
14. Library resources and services are adequate.	6.02	5.91 / 1.13	0.11	6.19	5.83 / 1.31	0.36	0.08
21. There are a sufficient number of study areas on campus.	6.05	5.69 / 1.49	0.36	6.12	5.69 / 1.44	0.43	0.00
26. Library staff are helpful and approachable.	5.77	5.66 / 1.36	0.11	6.06	5.78 / 1.35	0.28	-0.12
34. Computer labs are adequate and accessible.	5.98	5.75 / 1.34	0.23	6.25	5.82 / 1.37	0.43	-0.07
42. The equipment in the lab facilities is kept up to date.	5.96	5.66 / 1.26	0.30	6.23	5.62 / 1.42	0.61	0.04
50. Tutoring services are readily available.	5.92	5.75 / 1.27	0.17	6.14	5.68 / 1.42	0.46	0.07
55. Academic support services adequately meet the needs of students.	5.87	5.57 / 1.33	0.30	6.15	5.50 / 1.41	0.65	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 - 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	5.89	5.54 / 1.13	0.35	6.18	5.38 / 1.27	0.80	0.16 *
7. Adequate financial aid is available for most students.	5.97	5.51 / 1.63	0.46	6.31	5.41 / 1.66	0.90	0.10
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.78	5.33 / 1.59	0.45	6.21	5.21 / 1.68	1.00	0.12
20. Financial aid counselors are helpful.	5.93	5.63 / 1.45	0.30	6.21	5.29 / 1.68	0.92	0.34 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.74	5.44 / 1.42	0.30	5.96	5.38 / 1.47	0.58	0.06
41. Admissions staff are knowledgeable.	6.04	5.69 / 1.39	0.35	6.27	5.58 / 1.44	0.69	0.11
49. Admissions counselors respond to prospective students' unique needs and requests.	5.89	5.62 / 1.35	0.27	6.10	5.41 / 1.48	0.69	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 185252 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	5.89	5.61 / 1.02	0.28	6.10	5.50 / 1.12	0.60	0.11
1. Most students feel a sense of belonging here.	5.63	5.56 / 1.41	0.07	5.66	5.43 / 1.39	0.23	0.13
2. Faculty care about me as an individual.	5.91	5.75 / 1.32	0.16	6.10	5.52 / 1.43	0.58	0.23 *
16. The college shows concern for students as individuals.	6.01	5.56 / 1.40	0.45	6.19	5.29 / 1.57	0.90	0.27 **
22. People on this campus respect and are supportive of each other.	5.98	5.56 / 1.41	0.42	6.11	5.52 / 1.39	0.59	0.04
27. The campus staff are caring and helpful.	5.91	5.74 / 1.25	0.17	6.19	5.67 / 1.32	0.52	0.07
28. It is an enjoyable experience to be a student on this campus.	6.04	5.88 / 1.19	0.16	6.23	5.65 / 1.43	0.58	0.23 *
31. The campus is safe and secure for all students.	6.19	5.71 / 1.33	0.48	6.41	5.82 / 1.29	0.59	-0.11
36. Students are made to feel welcome on this campus.	6.06	5.78 / 1.27	0.28	6.26	5.77 / 1.34	0.49	0.01
44. I generally know what's happening on campus.	5.54	5.19 / 1.57	0.35	5.67	5.22 / 1.55	0.45	-0.03
45. This institution has a good reputation within the community.	5.97	5.82 / 1.35	0.15	6.13	5.77 / 1.36	0.36	0.05
52. This school does whatever it can to help me reach my educational goals.	6.03	5.61 / 1.43	0.42	6.31	5.43 / 1.50	0.88	0.18
57. Administrators are approachable to students.	5.80	5.48 / 1.43	0.32	6.15	5.52 / 1.46	0.63	-0.04
59. New student orientation services help students adjust to college.	5.66	5.43 / 1.42	0.23	5.95	5.43 / 1.52	0.52	0.00
63. I seldom get the "run-around" when seeking information on this campus.	5.83	5.65 / 1.29	0.18	6.13	5.26 / 1.66	0.87	0.39 ***
67. Channels for expressing student complaints are readily available.	5.72	5.42 / 1.49	0.30	6.04	5.08 / 1.69	0.96	0.34 **

* 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	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.39	5.21 / 1.12	0.18	5.67	5.21 / 1.26	0.46	0.00
10. Child care facilities are available on campus.	4.46	4.41 / 1.73	0.05	4.60	4.46 / 1.80	0.14	-0.05
17. Personnel in the Veterans' Services program are helpful.	5.01	4.88 / 1.53	0.13	5.22	4.98 / 1.49	0.24	-0.10
19. This campus provides effective support services for displaced homemakers.	5.06	5.11 / 1.36	-0.05	5.39	5.00 / 1.47	0.39	0.11
30. The career services office provides students with the help they need to get a job.	5.71	5.26 / 1.35	0.45	6.04	5.25 / 1.50	0.79	0.01
38. The student center is a comfortable place for students to spend their leisure time.	5.69	5.50 / 1.45	0.19	5.84	5.50 / 1.45	0.34	0.00
47. There are adequate services to help me decide upon a career.	5.89	5.60 / 1.39	0.29	6.16	5.41 / 1.50	0.75	0.19
59. New student orientation services help students adjust to college.	5.66	5.43 / 1.42	0.23	5.95	5.43 / 1.52	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 - 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	6.00	5.66 / 1.10	0.34	6.20	5.43 / 1.26	0.77	0.23 **
2. Faculty care about me as an individual.	5.91	5.75 / 1.32	0.16	6.10	5.52 / 1.43	0.58	0.23 *
16. The college shows concern for students as individuals.	6.01	5.56 / 1.40	0.45	6.19	5.29 / 1.57	0.90	0.27 **
25. My academic advisor is concerned about my success as an individual.	6.02	5.65 / 1.42	0.37	6.23	5.29 / 1.71	0.94	0.36 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.09	5.65 / 1.40	0.44	6.34	5.57 / 1.49	0.77	0.08
48. Counseling staff care about students as individuals.	5.94	5.68 / 1.37	0.26	6.17	5.46 / 1.52	0.71	0.22 *

* 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	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.03	5.70 / 1.07	0.33	6.29	5.58 / 1.11	0.71	0.12
2. Faculty care about me as an individual.	5.91	5.75 / 1.32	0.16	6.10	5.52 / 1.43	0.58	0.23 *
18. The quality of instruction I receive in most of my classes is excellent.	6.28	5.87 / 1.25	0.41	6.49	5.66 / 1.37	0.83	0.21 *
23. Faculty are understanding of students' unique life circumstances.	6.02	5.53 / 1.46	0.49	6.25	5.41 / 1.54	0.84	0.12
29. Faculty are fair and unbiased in their treatment of individual students.	6.09	5.65 / 1.40	0.44	6.34	5.57 / 1.49	0.77	0.08
37. Faculty take into consideration student differences as they teach a course.	6.01	5.56 / 1.44	0.45	6.17	5.37 / 1.49	0.80	0.19 *
46. Faculty provide timely feedback about student progress in a course.	6.00	5.56 / 1.37	0.44	6.31	5.45 / 1.50	0.86	0.11
54. Faculty are interested in my academic problems.	5.95	5.54 / 1.39	0.41	6.14	5.37 / 1.51	0.77	0.17
58. Nearly all of the faculty are knowledgeable in their fields.	6.12	5.81 / 1.30	0.31	6.42	5.83 / 1.31	0.59	-0.02
61. Faculty are usually available after class and during office hours.	5.96	5.79 / 1.43	0.17	6.28	5.77 / 1.35	0.51	0.02
64. Nearly all classes deal with practical experiences and applications.	5.87	5.78 / 1.26	0.09	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.	5.94	5.50 / 1.47	0.44	6.23	5.12 / 1.73	1.11	0.38 ***
66. Program requirements are clear and reasonable.	6.08	5.73 / 1.33	0.35	6.37	5.68 / 1.40	0.69	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

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	
69. There is a good variety of courses provided on this campus.	6.04	5.75 / 1.35	0.29	6.37	5.79 / 1.37	0.58	-0.04
70. I am able to experience intellectual growth here.	6.13	5.93 / 1.23	0.20	6.42	5.90 / 1.29	0.52	0.03

* 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	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.03	5.77 / 0.93	0.26	6.26	5.60 / 1.07	0.66	0.17 *
5. The personnel involved in registration are helpful.	6.14	5.84 / 1.34	0.30	6.25	5.50 / 1.56	0.75	0.34 ***
8. Classes are scheduled at times that are convenient for me.	6.30	5.94 / 1.24	0.36	6.46	5.56 / 1.50	0.90	0.38 ***
15. I am able to register for classes I need with few conflicts.	6.16	5.84 / 1.24	0.32	6.43	5.57 / 1.51	0.86	0.27 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	5.96	5.70 / 1.27	0.26	6.27	5.59 / 1.44	0.68	0.11
43. Class change (drop/add) policies are reasonable.	5.91	5.64 / 1.24	0.27	6.20	5.66 / 1.44	0.54	-0.02
51. There are convenient ways of paying my school bill.	6.05	5.65 / 1.47	0.40	6.26	5.67 / 1.45	0.59	-0.02
56. The business office is open during hours which are convenient for most students.	5.86	5.71 / 1.35	0.15	6.13	5.59 / 1.42	0.54	0.12
60. Billing policies are reasonable.	5.94	5.59 / 1.40	0.35	6.18	5.54 / 1.45	0.64	0.05
62. Bookstore staff are helpful.	5.92	5.98 / 1.24	-0.06	6.12	5.73 / 1.44	0.39	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 185252 records.

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		5.73 / 1.24			5.66 / 1.27		0.07
81. Institution's commitment to part-time students?		5.88 / 1.31			5.74 / 1.36		0.14
82. Institution's commitment to evening students?		5.80 / 1.40			5.61 / 1.45		0.19 *
83. Institution's commitment to older, returning learners?		5.79 / 1.40			5.71 / 1.42		0.08
84. Institution's commitment to under-represented populations?		5.70 / 1.37			5.59 / 1.41		0.11
85. Institution's commitment to commuters?		5.67 / 1.42			5.56 / 1.47		0.11
86. Institution's commitment to students with disabilities?		5.53 / 1.48			5.72 / 1.40		-0.19 *

* 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	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	5.96	5.38 / 1.14	0.58	6.15	5.34 / 1.21	0.81	0.04
4. Security staff are helpful.	5.73	5.31 / 1.55	0.42	5.78	5.30 / 1.55	0.48	0.01
11. Security staff respond quickly in emergencies.	5.82	5.21 / 1.39	0.61	6.11	5.28 / 1.49	0.83	-0.07
24. Parking lots are well-lighted and secure.	6.08	5.54 / 1.47	0.54	6.19	5.42 / 1.57	0.77	0.12
31. The campus is safe and secure for all students.	6.19	5.71 / 1.33	0.48	6.41	5.82 / 1.29	0.59	-0.11
39. The amount of student parking space on campus is adequate.	5.98	5.09 / 1.82	0.89	6.23	4.84 / 1.95	1.39	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 185252 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	5.85	5.62 / 1.01	0.23	6.08	5.48 / 1.12	0.60	0.14 *
5. The personnel involved in registration are helpful.	6.14	5.84 / 1.34	0.30	6.25	5.50 / 1.56	0.75	0.34 ***
22. People on this campus respect and are supportive of each other.	5.98	5.56 / 1.41	0.42	6.11	5.52 / 1.39	0.59	0.04
26. Library staff are helpful and approachable.	5.77	5.66 / 1.36	0.11	6.06	5.78 / 1.35	0.28	-0.12
27. The campus staff are caring and helpful.	5.91	5.74 / 1.25	0.17	6.19	5.67 / 1.32	0.52	0.07
44. I generally know what's happening on campus.	5.54	5.19 / 1.57	0.35	5.67	5.22 / 1.55	0.45	-0.03
57. Administrators are approachable to students.	5.80	5.48 / 1.43	0.32	6.15	5.52 / 1.46	0.63	-0.04
62. Bookstore staff are helpful.	5.92	5.98 / 1.24	-0.06	6.12	5.73 / 1.44	0.39	0.25 **
63. I seldom get the "run-around" when seeking information on this campus.	5.83	5.65 / 1.29	0.18	6.13	5.26 / 1.66	0.87	0.39 ***
67. Channels for expressing student complaints are readily available.	5.72	5.42 / 1.49	0.30	6.04	5.08 / 1.69	0.96	0.34 **

* 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	Galveston College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	5.91	5.67 / 1.05	0.24	6.11	5.56 / 1.18	0.55	0.11
1. Most students feel a sense of belonging here.	5.63	5.56 / 1.41	0.07	5.66	5.43 / 1.39	0.23	0.13
16. The college shows concern for students as individuals.	6.01	5.56 / 1.40	0.45	6.19	5.29 / 1.57	0.90	0.27 **
27. The campus staff are caring and helpful.	5.91	5.74 / 1.25	0.17	6.19	5.67 / 1.32	0.52	0.07
28. It is an enjoyable experience to be a student on this campus.	6.04	5.88 / 1.19	0.16	6.23	5.65 / 1.43	0.58	0.23 *
36. Students are made to feel welcome on this campus.	6.06	5.78 / 1.27	0.28	6.26	5.77 / 1.34	0.49	0.01
57. Administrators are approachable to students.	5.80	5.48 / 1.43	0.32	6.15	5.52 / 1.46	0.63	-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 185252 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.	5.63	5.56 / 1.41	0.07	5.66	5.43 / 1.39	0.23	0.13
2. Faculty care about me as an individual.	5.91	5.75 / 1.32	0.16	6.10	5.52 / 1.43	0.58	0.23 *
3. The quality of instruction in the vocational/technical programs is excellent.	6.06	5.75 / 1.28	0.31	6.19	5.52 / 1.37	0.67	0.23 *
4. Security staff are helpful.	5.73	5.31 / 1.55	0.42	5.78	5.30 / 1.55	0.48	0.01
5. The personnel involved in registration are helpful.	6.14	5.84 / 1.34	0.30	6.25	5.50 / 1.56	0.75	0.34 ***
6. My academic advisor is approachable.	6.12	5.86 / 1.35	0.26	6.32	5.59 / 1.62	0.73	0.27 **
7. Adequate financial aid is available for most students.	5.97	5.51 / 1.63	0.46	6.31	5.41 / 1.66	0.90	0.10
8. Classes are scheduled at times that are convenient for me.	6.30	5.94 / 1.24	0.36	6.46	5.56 / 1.50	0.90	0.38 ***
9. Internships or practical experiences are provided in my degree/certificate program.	5.80	5.13 / 1.61	0.67	6.03	5.17 / 1.62	0.86	-0.04
10. Child care facilities are available on campus.	4.46	4.41 / 1.73	0.05	4.60	4.46 / 1.80	0.14	-0.05
11. Security staff respond quickly in emergencies.	5.82	5.21 / 1.39	0.61	6.11	5.28 / 1.49	0.83	-0.07
12. My academic advisor helps me set goals to work toward.	5.92	5.45 / 1.55	0.47	6.12	5.25 / 1.74	0.87	0.20
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.78	5.33 / 1.59	0.45	6.21	5.21 / 1.68	1.00	0.12
14. Library resources and services are adequate.	6.02	5.91 / 1.13	0.11	6.19	5.83 / 1.31	0.36	0.08
15. I am able to register for classes I need with few conflicts.	6.16	5.84 / 1.24	0.32	6.43	5.57 / 1.51	0.86	0.27 **
16. The college shows concern for students as individuals.	6.01	5.56 / 1.40	0.45	6.19	5.29 / 1.57	0.90	0.27 **

* 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	Galveston 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.	5.01	4.88 / 1.53	0.13	5.22	4.98 / 1.49	0.24	-0.10
18. The quality of instruction I receive in most of my classes is excellent.	6.28	5.87 / 1.25	0.41	6.49	5.66 / 1.37	0.83	0.21 *
19. This campus provides effective support services for displaced homemakers.	5.06	5.11 / 1.36	-0.05	5.39	5.00 / 1.47	0.39	0.11
20. Financial aid counselors are helpful.	5.93	5.63 / 1.45	0.30	6.21	5.29 / 1.68	0.92	0.34 **
21. There are a sufficient number of study areas on campus.	6.05	5.69 / 1.49	0.36	6.12	5.69 / 1.44	0.43	0.00
22. People on this campus respect and are supportive of each other.	5.98	5.56 / 1.41	0.42	6.11	5.52 / 1.39	0.59	0.04
23. Faculty are understanding of students' unique life circumstances.	6.02	5.53 / 1.46	0.49	6.25	5.41 / 1.54	0.84	0.12
24. Parking lots are well-lighted and secure.	6.08	5.54 / 1.47	0.54	6.19	5.42 / 1.57	0.77	0.12
25. My academic advisor is concerned about my success as an individual.	6.02	5.65 / 1.42	0.37	6.23	5.29 / 1.71	0.94	0.36 **
26. Library staff are helpful and approachable.	5.77	5.66 / 1.36	0.11	6.06	5.78 / 1.35	0.28	-0.12
27. The campus staff are caring and helpful.	5.91	5.74 / 1.25	0.17	6.19	5.67 / 1.32	0.52	0.07
28. It is an enjoyable experience to be a student on this campus.	6.04	5.88 / 1.19	0.16	6.23	5.65 / 1.43	0.58	0.23 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.09	5.65 / 1.40	0.44	6.34	5.57 / 1.49	0.77	0.08
30. The career services office provides students with the help they need to get a job.	5.71	5.26 / 1.35	0.45	6.04	5.25 / 1.50	0.79	0.01
31. The campus is safe and secure for all students.	6.19	5.71 / 1.33	0.48	6.41	5.82 / 1.29	0.59	-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

Items: In Sequential Order

Item	Galveston 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.	6.13	5.75 / 1.31	0.38	6.40	5.57 / 1.64	0.83	0.18
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.74	5.44 / 1.42	0.30	5.96	5.38 / 1.47	0.58	0.06
34. Computer labs are adequate and accessible.	5.98	5.75 / 1.34	0.23	6.25	5.82 / 1.37	0.43	-0.07
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	5.96	5.70 / 1.27	0.26	6.27	5.59 / 1.44	0.68	0.11
36. Students are made to feel welcome on this campus.	6.06	5.78 / 1.27	0.28	6.26	5.77 / 1.34	0.49	0.01
37. Faculty take into consideration student differences as they teach a course.	6.01	5.56 / 1.44	0.45	6.17	5.37 / 1.49	0.80	0.19 *
38. The student center is a comfortable place for students to spend their leisure time.	5.69	5.50 / 1.45	0.19	5.84	5.50 / 1.45	0.34	0.00
39. The amount of student parking space on campus is adequate.	5.98	5.09 / 1.82	0.89	6.23	4.84 / 1.95	1.39	0.25 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.01	5.39 / 1.63	0.62	6.26	5.34 / 1.66	0.92	0.05
41. Admissions staff are knowledgeable.	6.04	5.69 / 1.39	0.35	6.27	5.58 / 1.44	0.69	0.11
42. The equipment in the lab facilities is kept up to date.	5.96	5.66 / 1.26	0.30	6.23	5.62 / 1.42	0.61	0.04
43. Class change (drop/add) policies are reasonable.	5.91	5.64 / 1.24	0.27	6.20	5.66 / 1.44	0.54	-0.02
44. I generally know what's happening on campus.	5.54	5.19 / 1.57	0.35	5.67	5.22 / 1.55	0.45	-0.03
45. This institution has a good reputation within the community.	5.97	5.82 / 1.35	0.15	6.13	5.77 / 1.36	0.36	0.05
46. Faculty provide timely feedback about student progress in a course.	6.00	5.56 / 1.37	0.44	6.31	5.45 / 1.50	0.86	0.11

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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	
47. There are adequate services to help me decide upon a career.	5.89	5.60 / 1.39	0.29	6.16	5.41 / 1.50	0.75	0.19
48. Counseling staff care about students as individuals.	5.94	5.68 / 1.37	0.26	6.17	5.46 / 1.52	0.71	0.22 *
49. Admissions counselors respond to prospective students' unique needs and requests.	5.89	5.62 / 1.35	0.27	6.10	5.41 / 1.48	0.69	0.21 *
50. Tutoring services are readily available.	5.92	5.75 / 1.27	0.17	6.14	5.68 / 1.42	0.46	0.07
51. There are convenient ways of paying my school bill.	6.05	5.65 / 1.47	0.40	6.26	5.67 / 1.45	0.59	-0.02
52. This school does whatever it can to help me reach my educational goals.	6.03	5.61 / 1.43	0.42	6.31	5.43 / 1.50	0.88	0.18
53. The assessment and course placement procedures are reasonable.	5.83	5.62 / 1.33	0.21	6.16	5.55 / 1.41	0.61	0.07
54. Faculty are interested in my academic problems.	5.95	5.54 / 1.39	0.41	6.14	5.37 / 1.51	0.77	0.17
55. Academic support services adequately meet the needs of students.	5.87	5.57 / 1.33	0.30	6.15	5.50 / 1.41	0.65	0.07
56. The business office is open during hours which are convenient for most students.	5.86	5.71 / 1.35	0.15	6.13	5.59 / 1.42	0.54	0.12
57. Administrators are approachable to students.	5.80	5.48 / 1.43	0.32	6.15	5.52 / 1.46	0.63	-0.04
58. Nearly all of the faculty are knowledgeable in their fields.	6.12	5.81 / 1.30	0.31	6.42	5.83 / 1.31	0.59	-0.02
59. New student orientation services help students adjust to college.	5.66	5.43 / 1.42	0.23	5.95	5.43 / 1.52	0.52	0.00
60. Billing policies are reasonable.	5.94	5.59 / 1.40	0.35	6.18	5.54 / 1.45	0.64	0.05
61. Faculty are usually available after class and during office hours.	5.96	5.79 / 1.43	0.17	6.28	5.77 / 1.35	0.51	0.02

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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	
62. Bookstore staff are helpful.	5.92	5.98 / 1.24	-0.06	6.12	5.73 / 1.44	0.39	0.25 **
63. I seldom get the "run-around" when seeking information on this campus.	5.83	5.65 / 1.29	0.18	6.13	5.26 / 1.66	0.87	0.39 ***
64. Nearly all classes deal with practical experiences and applications.	5.87	5.78 / 1.26	0.09	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.	5.94	5.50 / 1.47	0.44	6.23	5.12 / 1.73	1.11	0.38 ***
66. Program requirements are clear and reasonable.	6.08	5.73 / 1.33	0.35	6.37	5.68 / 1.40	0.69	0.05
67. Channels for expressing student complaints are readily available.	5.72	5.42 / 1.49	0.30	6.04	5.08 / 1.69	0.96	0.34 **
68. On the whole, the campus is well-maintained.	5.97	5.92 / 1.20	0.05	6.27	5.96 / 1.27	0.31	-0.04
69. There is a good variety of courses provided on this campus.	6.04	5.75 / 1.35	0.29	6.37	5.79 / 1.37	0.58	-0.04
70. I am able to experience intellectual growth here.	6.13	5.93 / 1.23	0.20	6.42	5.90 / 1.29	0.52	0.03
71. Campus item 1	5.62	5.43 / 1.45	0.19				
72. Campus item 2	5.49	5.14 / 1.60	0.35				
73. Campus item 3	4.91	4.98 / 1.52	-0.07				
74. Campus item 4	5.88	5.52 / 1.39	0.36				
75. Campus item 5	5.51	5.52 / 1.43	-0.01				
76. Campus item 6	5.35	4.95 / 1.71	0.40				
77. Campus item 7	5.97	5.57 / 1.39	0.40				

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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	5.80	5.69 / 1.31	0.11				
79. Campus item 9	6.23	5.69 / 1.52	0.54				
80. Campus item 10	5.88	5.59 / 1.50	0.29				
81. Institution's commitment to part-time students?		5.88 / 1.31			5.74 / 1.36		0.14
82. Institution's commitment to evening students?		5.80 / 1.40			5.61 / 1.45		0.19 *
83. Institution's commitment to older, returning learners?		5.79 / 1.40			5.71 / 1.42		0.08
84. Institution's commitment to under-represented populations?		5.70 / 1.37			5.59 / 1.41		0.11
85. Institution's commitment to commuters?		5.67 / 1.42			5.56 / 1.47		0.11
86. Institution's commitment to students with disabilities?		5.53 / 1.48			5.72 / 1.40		-0.19 *
87. Cost as factor in decision to enroll.	6.15			6.35			
88. Financial aid as factor in decision to enroll.	5.81			6.10			
89. Academic reputation as factor in decision to enroll.	5.90			5.94			
90. Size of institution as factor in decision to enroll.	5.15			5.21			
91. Opportunity to play sports as factor in decision to enroll.	4.11			3.56			
92. Recommendations from family/friends as factor in decision to enroll.	4.95			4.99			
93. Geographic setting as factor in decision to enroll.	5.57			5.58			

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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	
94. Campus appearance as factor in decision to enroll.	5.60			5.27			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.53			5.47			

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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: 5.31 0% 1% 0% 30% 25% 11% 29%	Average: 4.90 1% 1% 6% 33% 25% 13% 17%	0.41
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: 5.86 1% 0% 1% 12% 12% 36% 36%	Average: 5.55 1% 2% 5% 10% 15% 40% 23%	0.31
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: 5.93 1% 3% 2% 8% 8% 31% 44%	Average: 5.78 2% 3% 3% 7% 10% 30% 41%	0.15