

Demographics

Gender		N	%	Class Level		N	%
Female		133	73.89%	1 year or less		66	33.67%
Male		47	26.11%	2 years		97	49.49%
Total		180	100.00%	3 years		21	10.71%
No Response		33		4 or more years		12	6.12%
				Total		196	100.00%
				No Response		17	

Age		N	%	Current GPA		N	%
18 and under		28	15.56%	No credits earned		15	7.81%
19 to 24		95	52.78%	1.99 or below		9	4.69%
25 to 34		33	18.33%	2.0 - 2.49		15	7.81%
35 to 44		15	8.33%	2.5 - 2.99		43	22.40%
45 and over		9	5.00%	3.0 - 3.49		62	32.29%
Total		180	100.00%	3.5 or above		48	25.00%
No Response		33		Total		192	100.00%
				No Response		21	

Ethnicity/Race		N	%	Educational Goal		N	%
African-American		5	2.42%	Associate degree		111	56.63%
American Indian or Alaskan Native		0	0.00%	Vocational/technical program		2	1.02%
Asian or Pacific Islander		1	0.48%	Transfer to another institution		65	33.16%
Caucasian/White		165	79.71%	Certification (initial / renewal)		8	4.08%
Hispanic		27	13.04%	Self-improvement/pleasure		0	0.00%
Other race		3	1.45%	Job-related training		6	3.06%
Race - Prefer not to respond		6	2.90%	Other educational goal		4	2.04%
Total		207	100.00%	Total		196	100.00%
No Response		6		No Response		17	

Current Enrollment Status		N	%	Employment		N	%
Day		178	89.45%	Full-time off campus		36	18.56%
Evening		19	9.55%	Part-time off campus		106	54.64%
Weekend		2	1.01%	Full-time on campus		3	1.55%
Total		199	100.00%	Part-time on campus		16	8.25%
No Response		14		Not employed		33	17.01%
				Total		194	100.00%
				No Response		19	

Current Class Load		N	%
Full-time		128	65.64%
Part-time		67	34.36%
Total		195	100.00%
No Response		18	

Demographics

Current Residence			What is the highest degree attained by either parent?		
	N	%		N	%
Residence hall	0	0.00%	No degree	15	7.28%
Own house	43	22.05%	High School/GED	92	44.66%
Rent room or apt off campus	27	13.85%	Associate's (2-year degree)	40	19.42%
Parent's home	122	62.56%	Bachelor's (4-year degree)	43	20.87%
Other residence	3	1.54%	Master's degree or higher	16	7.77%
Total	195	100.00%	Campus item - Answer 6	0	0.00%
No Response	18		Total	206	100.00%
			No Response	7	
Residence Classification			Institution Question 2		
	N	%		N	%
In-state	193	98.97%	Campus item 2 - Answer 1	0	0%
Out-of-state	1	0.51%	Campus item 2 - Answer 2	0	0%
International (not U.S. citizen)	1	0.51%	Campus item 2 - Answer 3	0	0%
Total	195	100.00%	Campus item 2 - Answer 4	0	0%
No Response	18		Campus item 2 - Answer 5	0	0%
			Campus item 2 - Answer 6	0	0%
			Total	0	100.00%
			No Response	213	
Disabilities			Group Code		
	N	%		N	%
Yes - Disability	17	8.72%	0004: Accounting (AAS)	2	1.02%
No - Disability	178	91.28%	0005: Accounting (AS)	2	1.02%
Total	195	100.00%	0007: Agriculture	1	0.51%
No Response	18		0008: Art (AA)	10	5.10%
			0009: Art (AFA)	5	2.55%
			0011: Associate Degree Nursing	10	5.10%
			0012: Associate in Liberal Studies	3	1.53%
			0013: Athletic Training	1	0.51%
			0014: Biology	3	1.53%
			0015: Business	15	7.65%
			0016: Chemistry	1	0.51%
			0017: CIS - Computer Science	7	3.57%
			0018: CIS - Information Systems	3	1.53%
			0020: CIS Networking	3	1.53%
			0021: Communication Studies (AA)	4	2.04%
			0025: Criminal Justice	5	2.55%
			0029: Education, Early Childhood (AA)	2	1.02%
			0030: Education, Early Childhood (AAS)	4	2.04%
			0031: Education, Elementary	11	5.61%
Institution Was My					
	N	%			
1st choice	153	75.37%			
2nd choice	38	18.72%			
3rd choice or lower	12	5.91%			
Total	203	100.00%			
No Response	10				

Demographics

0032: Education, Secondary (AA)	3	1.53%
0034: Education, Special	3	1.53%
0038: Engineering Science	2	1.02%
0041: Foreign Language	1	0.51%
0042: General-Uncecided	2	1.02%
0043: History (AA)	2	1.02%
0046: Early Childhood Education	6	3.06%
0047: Liberal Arts	4	2.04%
0048: Management (AAS)	4	2.04%
0049: Manufacturing Technology	1	0.51%
0050: Marketing (AAS)	1	0.51%
0052: Mechanical Engineering Tech	1	0.51%
0053: Multicraft Technology	2	1.02%
0054: Music	1	0.51%
0055: Not listed	5	2.55%
0056: Nursing	28	14.29%
0057: Occupational/Physical Therapy	2	1.02%
0060: Office & Admin Serv:Admin Asst	1	0.51%
0062: Physical Education	1	0.51%
0064: Political Science (AA)	1	0.51%
0066: Pre-Professional	5	2.55%
0067: Psychology (AA)	3	1.53%
0068: Psychology (AS)	3	1.53%
0069: Radiologic Technology	12	6.12%
0071: Social Work	1	0.51%
0072: Sociology (AA)	1	0.51%
1066: Agriculture (A.A.S.)	1	0.51%
1068: Truck Driving (CDL)	2	1.02%
1069: Welding	2	1.02%
1070: Certified Nursing Assistant	2	1.02%
1071: Licensed Practical Nurse	1	0.51%
Total	196	100.00%
No Response	17	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 31. The campus is safe and secure for all students.
- 50. Tutoring services are readily available.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 34. Computer labs are adequate and accessible.
- 70. I am able to experience intellectual growth here.
- 6. My academic advisor is approachable.
- 14. Library resources and services are adequate.
- 36. Students are made to feel welcome on this campus.
- 77. Campus item: I am aware of my assigned academic advisor and know how to access her/him.
- 27. The campus staff are caring and helpful.
- 42. The equipment in the lab facilities is kept up to date.
- 68. On the whole, the campus is well-maintained.
- 48. Counseling staff care about students as individuals.
- 61. Faculty are usually available after class and during office hours.
- 21. There are a sufficient number of study areas on campus.

Challenges

- 32. My academic advisor is knowledgeable about my program requirements.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 16. The college shows concern for students as individuals.
- 52. This school does whatever it can to help me reach my educational goals.
- 23. Faculty are understanding of students' unique life circumstances.
- 46. Faculty provide timely feedback about student progress in a course.
- 47. There are adequate services to help me decide upon a career.
- 7. Adequate financial aid is available for most students.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Community Colleges

- 31. The campus is safe and secure for all students.
- 32. My academic advisor is knowledgeable about my program requirements.
- 50. Tutoring services are readily available.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 11. Security staff respond quickly in emergencies.
- 20. Financial aid counselors are helpful.
- 34. Computer labs are adequate and accessible.
- 6. My academic advisor is approachable.
- 14. Library resources and services are adequate.
- 16. The college shows concern for students as individuals.
- 30. The career services office provides students with the help they need to get a job.
- 36. Students are made to feel welcome on this campus.
- 52. This school does whatever it can to help me reach my educational goals.
- 55. Academic support services adequately meet the needs of students.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 25. My academic advisor is concerned about my success as an individual.
- 27. The campus staff are caring and helpful.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 51. There are convenient ways of paying my school bill.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 42. The equipment in the lab facilities is kept up to date.
- 60. Billing policies are reasonable.
- 68. On the whole, the campus is well-maintained.
- 41. Admissions staff are knowledgeable.
- 48. Counseling staff care about students as individuals.
- 61. Faculty are usually available after class and during office hours.

Higher Importance vs. National Community Colleges

- 31. The campus is safe and secure for all students.
- 32. My academic advisor is knowledgeable about my program requirements.
- 50. Tutoring services are readily available.
- 11. Security staff respond quickly in emergencies.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 20. Financial aid counselors are helpful.
- 34. Computer labs are adequate and accessible.

Strategic Planning Overview

- 6. My academic advisor is approachable.
- 14. Library resources and services are adequate.
- 16. The college shows concern for students as individuals.
- 30. The career services office provides students with the help they need to get a job.
- 36. Students are made to feel welcome on this campus.
- 52. This school does whatever it can to help me reach my educational goals.
- 55. Academic support services adequately meet the needs of students.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 25. My academic advisor is concerned about my success as an individual.
- 27. The campus staff are caring and helpful.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 51. There are convenient ways of paying my school bill.
- 23. Faculty are understanding of students' unique life circumstances.
- 28. It is an enjoyable experience to be a student on this campus.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 42. The equipment in the lab facilities is kept up to date.
- 60. Billing policies are reasonable.
- 22. People on this campus respect and are supportive of each other.
- 48. Counseling staff care about students as individuals.

Institutional Summary
Scales: In Order of Importance

Scale	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising/Counseling	6.51	6.00 / 1.17	0.51	6.31	5.58 / 1.36	0.73	0.42 ***
Academic Services	6.50	6.25 / 0.94	0.25	6.25	5.85 / 1.06	0.40	0.40 ***
Admissions and Financial Aid	6.47	5.99 / 1.19	0.48	6.24	5.53 / 1.27	0.71	0.46 ***
Safety and Security	6.47	5.94 / 1.03	0.53	6.25	5.54 / 1.19	0.71	0.40 ***
Concern for the Individual	6.44	5.84 / 1.26	0.60	6.25	5.57 / 1.26	0.68	0.27 **
Instructional Effectiveness	6.44	5.82 / 1.27	0.62	6.32	5.69 / 1.12	0.63	0.13
Registration Effectiveness	6.43	5.98 / 1.09	0.45	6.31	5.73 / 1.06	0.58	0.25 ***
Student Centeredness	6.42	5.93 / 1.25	0.49	6.19	5.69 / 1.18	0.50	0.24 **
Campus Climate	6.37	5.89 / 1.15	0.48	6.18	5.64 / 1.13	0.54	0.25 **
Service Excellence	6.35	5.90 / 1.08	0.45	6.16	5.63 / 1.12	0.53	0.27 **
Campus Support Services	6.16	5.69 / 1.35	0.47	5.86	5.40 / 1.28	0.46	0.29 **
Responsiveness to Diverse Populations		5.96 / 1.30			5.80 / 1.27		0.16

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

National Group Means are based on 143390 records.

Institutional Summary
Items: In Order of Importance

Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. The campus is safe and secure for all students.	6.64	6.23 / 1.07	0.41	6.47	5.94 / 1.27	0.53	0.29 **
32. My academic advisor is knowledgeable about my program requirements.	6.62	6.00 / 1.37	0.62	6.43	5.71 / 1.61	0.72	0.29 *
50. Tutoring services are readily available.	6.58	6.39 / 1.08	0.19	6.26	5.84 / 1.40	0.42	0.55 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.58	6.13 / 1.23	0.45	6.45	5.91 / 1.31	0.54	0.22 *
11. Security staff respond quickly in emergencies.	6.57	6.08 / 1.28	0.49	6.26	5.54 / 1.46	0.72	0.54 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.57	5.70 / 1.24	0.87	6.48	5.69 / 1.39	0.79	0.01
29. Faculty are fair and unbiased in their treatment of individual students.	6.57	5.77 / 1.51	0.80	6.38	5.70 / 1.48	0.68	0.07
20. Financial aid counselors are helpful.	6.56	6.09 / 1.30	0.47	6.25	5.42 / 1.67	0.83	0.67 ***
34. Computer labs are adequate and accessible.	6.55	6.36 / 1.00	0.19	6.30	5.95 / 1.32	0.35	0.41 ***
70. I am able to experience intellectual growth here.	6.55	6.18 / 1.10	0.37	6.46	6.01 / 1.27	0.45	0.17
6. My academic advisor is approachable.	6.54	6.26 / 1.15	0.28	6.37	5.75 / 1.57	0.62	0.51 ***
14. Library resources and services are adequate.	6.53	6.34 / 0.99	0.19	6.29	5.96 / 1.28	0.33	0.38 ***
16. The college shows concern for students as individuals.	6.52	5.88 / 1.29	0.64	6.22	5.44 / 1.57	0.78	0.44 ***
30. The career services office provides students with the help they need to get a job.	6.52	5.98 / 1.37	0.54	6.15	5.49 / 1.49	0.66	0.49 **
36. Students are made to feel welcome on this campus.	6.52	6.17 / 1.00	0.35	6.33	5.91 / 1.32	0.42	0.26 *

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Institutional Summary

Items: In Order of Importance

Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
77. Campus item: I am aware of my assigned academic advisor and know how to access her/him.	6.52	6.15 / 1.35	0.37				
15. I am able to register for classes I need with few conflicts.	6.50	5.92 / 1.29	0.58	6.43	5.71 / 1.47	0.72	0.21
52. This school does whatever it can to help me reach my educational goals.	6.50	5.85 / 1.30	0.65	6.34	5.58 / 1.50	0.76	0.27 *
55. Academic support services adequately meet the needs of students.	6.50	6.11 / 1.19	0.39	6.24	5.66 / 1.41	0.58	0.45 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.49	6.01 / 1.26	0.48	6.23	5.32 / 1.68	0.91	0.69 ***
25. My academic advisor is concerned about my success as an individual.	6.49	5.92 / 1.36	0.57	6.26	5.44 / 1.71	0.82	0.48 ***
27. The campus staff are caring and helpful.	6.49	6.18 / 0.98	0.31	6.27	5.83 / 1.30	0.44	0.35 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.49	5.90 / 1.52	0.59	6.32	5.53 / 1.64	0.79	0.37 **
51. There are convenient ways of paying my school bill.	6.49	6.07 / 1.33	0.42	6.33	5.78 / 1.45	0.55	0.29 **
23. Faculty are understanding of students' unique life circumstances.	6.48	5.65 / 1.48	0.83	6.29	5.54 / 1.54	0.75	0.11
28. It is an enjoyable experience to be a student on this campus.	6.48	5.91 / 1.20	0.57	6.27	5.76 / 1.43	0.51	0.15
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.48	6.05 / 1.20	0.43	6.32	5.71 / 1.42	0.61	0.34 **
42. The equipment in the lab facilities is kept up to date.	6.48	6.18 / 0.97	0.30	6.28	5.72 / 1.41	0.56	0.46 ***
60. Billing policies are reasonable.	6.48	6.05 / 1.10	0.43	6.25	5.67 / 1.45	0.58	0.38 **

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Institutional Summary
Items: In Order of Importance

Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
68. On the whole, the campus is well-maintained.	6.47	6.31 / 1.01	0.16	6.35	6.05 / 1.25	0.30	0.26 **
22. People on this campus respect and are supportive of each other.	6.46	5.85 / 1.19	0.61	6.20	5.72 / 1.35	0.48	0.13
41. Admissions staff are knowledgeable.	6.46	5.97 / 1.33	0.49	6.34	5.76 / 1.41	0.58	0.21 *
48. Counseling staff care about students as individuals.	6.46	6.14 / 1.17	0.32	6.26	5.65 / 1.49	0.61	0.49 ***
61. Faculty are usually available after class and during office hours.	6.46	6.17 / 1.29	0.29	6.33	5.88 / 1.33	0.45	0.29 **
69. There is a good variety of courses provided on this campus.	6.46	5.96 / 1.26	0.50	6.41	5.93 / 1.33	0.48	0.03
5. The personnel involved in registration are helpful.	6.45	5.87 / 1.43	0.58	6.31	5.66 / 1.52	0.65	0.21
7. Adequate financial aid is available for most students.	6.45	5.82 / 1.59	0.63	6.31	5.48 / 1.64	0.83	0.34 **
12. My academic advisor helps me set goals to work toward.	6.45	5.92 / 1.35	0.53	6.18	5.41 / 1.74	0.77	0.51 ***
21. There are a sufficient number of study areas on campus.	6.45	6.16 / 1.15	0.29	6.22	5.85 / 1.41	0.37	0.31 **
46. Faculty provide timely feedback about student progress in a course.	6.45	5.83 / 1.36	0.62	6.33	5.57 / 1.49	0.76	0.26 *
47. There are adequate services to help me decide upon a career.	6.45	5.72 / 1.48	0.73	6.23	5.57 / 1.49	0.66	0.15
26. Library staff are helpful and approachable.	6.43	6.24 / 1.05	0.19	6.16	5.92 / 1.32	0.24	0.32 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.43	6.02 / 1.19	0.41	6.09	5.58 / 1.46	0.51	0.44 ***
45. This institution has a good reputation within the community.	6.42	6.12 / 1.20	0.30	6.22	5.89 / 1.34	0.33	0.23 *
66. Program requirements are clear and reasonable.	6.42	5.93 / 1.29	0.49	6.40	5.82 / 1.37	0.58	0.11

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Institutional Summary
Items: In Order of Importance

Item	Sauk Valley Community 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.	6.41	5.64 / 1.54	0.77	6.24	5.54 / 1.57	0.70	0.10
57. Administrators are approachable to students.	6.41	5.97 / 1.26	0.44	6.22	5.66 / 1.46	0.56	0.31 **
72. Campus item: I am satisfied with the process to check in and meet with staff in the Student Services Center.	6.41	6.13 / 1.15	0.28				
8. Classes are scheduled at times that are convenient for me.	6.40	5.67 / 1.54	0.73	6.44	5.69 / 1.47	0.75	-0.02
88. Financial aid as factor in decision to enroll.	6.40			6.14			
4. Security staff are helpful.	6.39	6.06 / 1.34	0.33	6.02	5.55 / 1.51	0.47	0.51 ***
37. Faculty take into consideration student differences as they teach a course.	6.39	5.53 / 1.48	0.86	6.22	5.48 / 1.52	0.74	0.05
49. Admissions counselors respond to prospective students' unique needs and requests.	6.39	6.04 / 1.26	0.35	6.20	5.61 / 1.46	0.59	0.43 ***
43. Class change (drop/add) policies are reasonable.	6.37	6.19 / 1.07	0.18	6.27	5.79 / 1.43	0.48	0.40 ***
78. Campus item: I find the customer service on campus to be exceptional.	6.36	5.99 / 1.21	0.37				
54. Faculty are interested in my academic problems.	6.35	5.67 / 1.53	0.68	6.19	5.50 / 1.53	0.69	0.17
64. Nearly all classes deal with practical experiences and applications.	6.35	5.72 / 1.38	0.63	6.23	5.66 / 1.40	0.57	0.06
80. Campus item: I have sought academic assistance through the Learning Commons (LC) and found it helpful.	6.35	6.28 / 0.99	0.07				
56. The business office is open during hours which are convenient for most students.	6.34	6.18 / 1.02	0.16	6.20	5.70 / 1.41	0.50	0.48 ***
62. Bookstore staff are helpful.	6.33	5.88 / 1.44	0.45	6.18	5.87 / 1.41	0.31	0.01

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Institutional Summary
Items: In Order of Importance

Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
65. Students are notified early in the term if they are doing poorly in a class.	6.33	5.53 / 1.79	0.80	6.25	5.27 / 1.74	0.98	0.26
87. Cost as factor in decision to enroll.	6.30			6.38			
39. The amount of student parking space on campus is adequate.	6.29	5.66 / 1.52	0.63	6.25	5.14 / 1.88	1.11	0.52 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.29	5.79 / 1.59	0.50	6.13	5.40 / 1.64	0.73	0.39 **
53. The assessment and course placement procedures are reasonable.	6.28	5.89 / 1.19	0.39	6.23	5.70 / 1.40	0.53	0.19
67. Channels for expressing student complaints are readily available.	6.28	5.51 / 1.75	0.77	6.12	5.26 / 1.70	0.86	0.25
9. Internships or practical experiences are provided in my degree/certificate program.	6.26	5.39 / 1.72	0.87	6.09	5.28 / 1.64	0.81	0.11
74. Campus item: I find the campus grounds to be inviting and appealing.	6.26	6.01 / 1.24	0.25				
3. The quality of instruction in the vocational/technical programs is excellent.	6.25	5.67 / 1.31	0.58	6.21	5.60 / 1.37	0.61	0.07
79. Campus item: I am aware of the opportunity to meet new people, develop leadership skills and build a resume by joining student clubs/orgs.	6.25	6.13 / 1.10	0.12				
38. The student center is a comfortable place for students to spend their leisure time.	6.21	6.13 / 1.12	0.08	6.01	5.72 / 1.41	0.29	0.41 ***
76. Campus item: I am aware of the wellness and physical fitness opportunities in the Sauk fitness center.	6.21	6.13 / 1.17	0.08				
59. New student orientation services help students adjust to college.	6.20	5.89 / 1.45	0.31	6.08	5.59 / 1.52	0.49	0.30 *

* 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 143390 records.

Institutional Summary
Items: In Order of Importance

Item	Sauk Valley Community 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.	6.19	5.57 / 1.42	0.62	6.12	5.61 / 1.42	0.51	-0.04
17. Personnel in the Veterans' Services program are helpful.	6.17	6.09 / 1.17	0.08	5.57	5.22 / 1.53	0.35	0.87 ***
19. This campus provides effective support services for displaced homemakers.	6.17	5.86 / 1.40	0.31	5.68	5.24 / 1.51	0.44	0.62 ***
1. Most students feel a sense of belonging here.	6.15	5.57 / 1.38	0.58	5.86	5.57 / 1.37	0.29	0.00
73. Campus item: I have the opportunity to participate in extra-curricular activities and events (e.g., Sauk Fest, comedians, etc.).	6.13	6.12 / 1.34	0.01				
71. Campus item: I found the new student orientation session to be informative and valuable.	6.01	5.61 / 1.70	0.40				
89. Academic reputation as factor in decision to enroll.	5.98			5.99			
44. I generally know what's happening on campus.	5.95	5.77 / 1.36	0.18	5.81	5.34 / 1.59	0.47	0.43 ***
93. Geographic setting as factor in decision to enroll.	5.87			5.65			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.63			5.55			
75. Campus item: I found the FYE course to be informative and valuable.	5.58	4.90 / 2.17	0.68				
92. Recommendations from family/friends as factor in decision to enroll.	5.40			5.15			
94. Campus appearance as factor in decision to enroll.	5.34			5.38			
90. Size of institution as factor in decision to enroll.	5.33			5.30			
10. Child care facilities are available on campus.	5.23	3.72 / 2.30	1.51	4.96	4.58 / 1.92	0.38	-0.86 ***

* 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 143390 records.

Institutional Summary
Items: In Order of Importance

Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
91. Opportunity to play sports as factor in decision to enroll.	4.45			3.88			
81. Institution's commitment to part-time students?		5.98 / 1.38			5.86 / 1.36		0.12
82. Institution's commitment to evening students?		5.83 / 1.41			5.73 / 1.45		0.10
83. Institution's commitment to older, returning learners?		6.06 / 1.35			5.83 / 1.42		0.23
84. Institution's commitment to under-represented populations?		5.93 / 1.45			5.75 / 1.41		0.18
85. Institution's commitment to commuters?		5.78 / 1.51			5.73 / 1.44		0.05
86. Institution's commitment to students with disabilities?		6.26 / 1.18			5.88 / 1.37		0.38 **

* 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 143390 records.

Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.51	6.00 / 1.17	0.51	6.31	5.58 / 1.36	0.73	0.42 ***
6. My academic advisor is approachable.	6.54	6.26 / 1.15	0.28	6.37	5.75 / 1.57	0.62	0.51 ***
12. My academic advisor helps me set goals to work toward.	6.45	5.92 / 1.35	0.53	6.18	5.41 / 1.74	0.77	0.51 ***
25. My academic advisor is concerned about my success as an individual.	6.49	5.92 / 1.36	0.57	6.26	5.44 / 1.71	0.82	0.48 ***
32. My academic advisor is knowledgeable about my program requirements.	6.62	6.00 / 1.37	0.62	6.43	5.71 / 1.61	0.72	0.29 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.49	5.90 / 1.52	0.59	6.32	5.53 / 1.64	0.79	0.37 **
48. Counseling staff care about students as individuals.	6.46	6.14 / 1.17	0.32	6.26	5.65 / 1.49	0.61	0.49 ***
52. This school does whatever it can to help me reach my educational goals.	6.50	5.85 / 1.30	0.65	6.34	5.58 / 1.50	0.76	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 143390 records.

Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.50	6.25 / 0.94	0.25	6.25	5.85 / 1.06	0.40	0.40 ***
14. Library resources and services are adequate.	6.53	6.34 / 0.99	0.19	6.29	5.96 / 1.28	0.33	0.38 ***
21. There are a sufficient number of study areas on campus.	6.45	6.16 / 1.15	0.29	6.22	5.85 / 1.41	0.37	0.31 **
26. Library staff are helpful and approachable.	6.43	6.24 / 1.05	0.19	6.16	5.92 / 1.32	0.24	0.32 **
34. Computer labs are adequate and accessible.	6.55	6.36 / 1.00	0.19	6.30	5.95 / 1.32	0.35	0.41 ***
42. The equipment in the lab facilities is kept up to date.	6.48	6.18 / 0.97	0.30	6.28	5.72 / 1.41	0.56	0.46 ***
50. Tutoring services are readily available.	6.58	6.39 / 1.08	0.19	6.26	5.84 / 1.40	0.42	0.55 ***
55. Academic support services adequately meet the needs of students.	6.50	6.11 / 1.19	0.39	6.24	5.66 / 1.41	0.58	0.45 ***

* 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 143390 records.

Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.47	5.99 / 1.19	0.48	6.24	5.53 / 1.27	0.71	0.46 ***
7. Adequate financial aid is available for most students.	6.45	5.82 / 1.59	0.63	6.31	5.48 / 1.64	0.83	0.34 **
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.49	6.01 / 1.26	0.48	6.23	5.32 / 1.68	0.91	0.69 ***
20. Financial aid counselors are helpful.	6.56	6.09 / 1.30	0.47	6.25	5.42 / 1.67	0.83	0.67 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.43	6.02 / 1.19	0.41	6.09	5.58 / 1.46	0.51	0.44 ***
41. Admissions staff are knowledgeable.	6.46	5.97 / 1.33	0.49	6.34	5.76 / 1.41	0.58	0.21 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.39	6.04 / 1.26	0.35	6.20	5.61 / 1.46	0.59	0.43 ***

* 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 143390 records.

Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.37	5.89 / 1.15	0.48	6.18	5.64 / 1.13	0.54	0.25 **
1. Most students feel a sense of belonging here.	6.15	5.57 / 1.38	0.58	5.86	5.57 / 1.37	0.29	0.00
2. Faculty care about me as an individual.	6.19	5.57 / 1.42	0.62	6.12	5.61 / 1.42	0.51	-0.04
16. The college shows concern for students as individuals.	6.52	5.88 / 1.29	0.64	6.22	5.44 / 1.57	0.78	0.44 ***
22. People on this campus respect and are supportive of each other.	6.46	5.85 / 1.19	0.61	6.20	5.72 / 1.35	0.48	0.13
27. The campus staff are caring and helpful.	6.49	6.18 / 0.98	0.31	6.27	5.83 / 1.30	0.44	0.35 ***
28. It is an enjoyable experience to be a student on this campus.	6.48	5.91 / 1.20	0.57	6.27	5.76 / 1.43	0.51	0.15
31. The campus is safe and secure for all students.	6.64	6.23 / 1.07	0.41	6.47	5.94 / 1.27	0.53	0.29 **
36. Students are made to feel welcome on this campus.	6.52	6.17 / 1.00	0.35	6.33	5.91 / 1.32	0.42	0.26 *
44. I generally know what's happening on campus.	5.95	5.77 / 1.36	0.18	5.81	5.34 / 1.59	0.47	0.43 ***
45. This institution has a good reputation within the community.	6.42	6.12 / 1.20	0.30	6.22	5.89 / 1.34	0.33	0.23 *
52. This school does whatever it can to help me reach my educational goals.	6.50	5.85 / 1.30	0.65	6.34	5.58 / 1.50	0.76	0.27 *
57. Administrators are approachable to students.	6.41	5.97 / 1.26	0.44	6.22	5.66 / 1.46	0.56	0.31 **
59. New student orientation services help students adjust to college.	6.20	5.89 / 1.45	0.31	6.08	5.59 / 1.52	0.49	0.30 *
63. I seldom get the "run-around" when seeking information on this campus.	6.29	5.79 / 1.59	0.50	6.13	5.40 / 1.64	0.73	0.39 **
67. Channels for expressing student complaints are readily available.	6.28	5.51 / 1.75	0.77	6.12	5.26 / 1.70	0.86	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 143390 records.

Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.16	5.69 / 1.35	0.47	5.86	5.40 / 1.28	0.46	0.29 **
10. Child care facilities are available on campus.	5.23	3.72 / 2.30	1.51	4.96	4.58 / 1.92	0.38	-0.86 ***
17. Personnel in the Veterans' Services program are helpful.	6.17	6.09 / 1.17	0.08	5.57	5.22 / 1.53	0.35	0.87 ***
19. This campus provides effective support services for displaced homemakers.	6.17	5.86 / 1.40	0.31	5.68	5.24 / 1.51	0.44	0.62 ***
30. The career services office provides students with the help they need to get a job.	6.52	5.98 / 1.37	0.54	6.15	5.49 / 1.49	0.66	0.49 **
38. The student center is a comfortable place for students to spend their leisure time.	6.21	6.13 / 1.12	0.08	6.01	5.72 / 1.41	0.29	0.41 ***
47. There are adequate services to help me decide upon a career.	6.45	5.72 / 1.48	0.73	6.23	5.57 / 1.49	0.66	0.15
59. New student orientation services help students adjust to college.	6.20	5.89 / 1.45	0.31	6.08	5.59 / 1.52	0.49	0.30 *

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National Group Means are based on 143390 records.

Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.44	5.84 / 1.26	0.60	6.25	5.57 / 1.26	0.68	0.27 **
2. Faculty care about me as an individual.	6.19	5.57 / 1.42	0.62	6.12	5.61 / 1.42	0.51	-0.04
16. The college shows concern for students as individuals.	6.52	5.88 / 1.29	0.64	6.22	5.44 / 1.57	0.78	0.44 ***
25. My academic advisor is concerned about my success as an individual.	6.49	5.92 / 1.36	0.57	6.26	5.44 / 1.71	0.82	0.48 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.57	5.77 / 1.51	0.80	6.38	5.70 / 1.48	0.68	0.07
48. Counseling staff care about students as individuals.	6.46	6.14 / 1.17	0.32	6.26	5.65 / 1.49	0.61	0.49 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 143390 records.

Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.44	5.82 / 1.27	0.62	6.32	5.69 / 1.12	0.63	0.13
2. Faculty care about me as an individual.	6.19	5.57 / 1.42	0.62	6.12	5.61 / 1.42	0.51	-0.04
18. The quality of instruction I receive in most of my classes is excellent.	6.57	5.70 / 1.24	0.87	6.48	5.69 / 1.39	0.79	0.01
23. Faculty are understanding of students' unique life circumstances.	6.48	5.65 / 1.48	0.83	6.29	5.54 / 1.54	0.75	0.11
29. Faculty are fair and unbiased in their treatment of individual students.	6.57	5.77 / 1.51	0.80	6.38	5.70 / 1.48	0.68	0.07
37. Faculty take into consideration student differences as they teach a course.	6.39	5.53 / 1.48	0.86	6.22	5.48 / 1.52	0.74	0.05
46. Faculty provide timely feedback about student progress in a course.	6.45	5.83 / 1.36	0.62	6.33	5.57 / 1.49	0.76	0.26 *
54. Faculty are interested in my academic problems.	6.35	5.67 / 1.53	0.68	6.19	5.50 / 1.53	0.69	0.17
58. Nearly all of the faculty are knowledgeable in their fields.	6.58	6.13 / 1.23	0.45	6.45	5.91 / 1.31	0.54	0.22 *
61. Faculty are usually available after class and during office hours.	6.46	6.17 / 1.29	0.29	6.33	5.88 / 1.33	0.45	0.29 **
64. Nearly all classes deal with practical experiences and applications.	6.35	5.72 / 1.38	0.63	6.23	5.66 / 1.40	0.57	0.06
65. Students are notified early in the term if they are doing poorly in a class.	6.33	5.53 / 1.79	0.80	6.25	5.27 / 1.74	0.98	0.26
66. Program requirements are clear and reasonable.	6.42	5.93 / 1.29	0.49	6.40	5.82 / 1.37	0.58	0.11

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

National Group Means are based on 143390 records.

Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.46	5.96 / 1.26	0.50	6.41	5.93 / 1.33	0.48	0.03
70. I am able to experience intellectual growth here.	6.55	6.18 / 1.10	0.37	6.46	6.01 / 1.27	0.45	0.17

National Group Means are based on 143390 records.

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

Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.43	5.98 / 1.09	0.45	6.31	5.73 / 1.06	0.58	0.25 ***
5. The personnel involved in registration are helpful.	6.45	5.87 / 1.43	0.58	6.31	5.66 / 1.52	0.65	0.21
8. Classes are scheduled at times that are convenient for me.	6.40	5.67 / 1.54	0.73	6.44	5.69 / 1.47	0.75	-0.02
15. I am able to register for classes I need with few conflicts.	6.50	5.92 / 1.29	0.58	6.43	5.71 / 1.47	0.72	0.21
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.48	6.05 / 1.20	0.43	6.32	5.71 / 1.42	0.61	0.34 **
43. Class change (drop/add) policies are reasonable.	6.37	6.19 / 1.07	0.18	6.27	5.79 / 1.43	0.48	0.40 ***
51. There are convenient ways of paying my school bill.	6.49	6.07 / 1.33	0.42	6.33	5.78 / 1.45	0.55	0.29 **
56. The business office is open during hours which are convenient for most students.	6.34	6.18 / 1.02	0.16	6.20	5.70 / 1.41	0.50	0.48 ***
60. Billing policies are reasonable.	6.48	6.05 / 1.10	0.43	6.25	5.67 / 1.45	0.58	0.38 **
62. Bookstore staff are helpful.	6.33	5.88 / 1.44	0.45	6.18	5.87 / 1.41	0.31	0.01

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

National Group Means are based on 143390 records.

Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.96 / 1.30			5.80 / 1.27		0.16
81. Institution's commitment to part-time students?		5.98 / 1.38			5.86 / 1.36		0.12
82. Institution's commitment to evening students?		5.83 / 1.41			5.73 / 1.45		0.10
83. Institution's commitment to older, returning learners?		6.06 / 1.35			5.83 / 1.42		0.23
84. Institution's commitment to under-represented populations?		5.93 / 1.45			5.75 / 1.41		0.18
85. Institution's commitment to commuters?		5.78 / 1.51			5.73 / 1.44		0.05
86. Institution's commitment to students with disabilities?		6.26 / 1.18			5.88 / 1.37		0.38 **

* 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 143390 records.

Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.47	5.94 / 1.03	0.53	6.25	5.54 / 1.19	0.71	0.40 ***
4. Security staff are helpful.	6.39	6.06 / 1.34	0.33	6.02	5.55 / 1.51	0.47	0.51 ***
11. Security staff respond quickly in emergencies.	6.57	6.08 / 1.28	0.49	6.26	5.54 / 1.46	0.72	0.54 ***
24. Parking lots are well-lighted and secure.	6.41	5.64 / 1.54	0.77	6.24	5.54 / 1.57	0.70	0.10
31. The campus is safe and secure for all students.	6.64	6.23 / 1.07	0.41	6.47	5.94 / 1.27	0.53	0.29 **
39. The amount of student parking space on campus is adequate.	6.29	5.66 / 1.52	0.63	6.25	5.14 / 1.88	1.11	0.52 ***

* 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 143390 records.

Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.35	5.90 / 1.08	0.45	6.16	5.63 / 1.12	0.53	0.27 **
5. The personnel involved in registration are helpful.	6.45	5.87 / 1.43	0.58	6.31	5.66 / 1.52	0.65	0.21
22. People on this campus respect and are supportive of each other.	6.46	5.85 / 1.19	0.61	6.20	5.72 / 1.35	0.48	0.13
26. Library staff are helpful and approachable.	6.43	6.24 / 1.05	0.19	6.16	5.92 / 1.32	0.24	0.32 **
27. The campus staff are caring and helpful.	6.49	6.18 / 0.98	0.31	6.27	5.83 / 1.30	0.44	0.35 ***
44. I generally know what's happening on campus.	5.95	5.77 / 1.36	0.18	5.81	5.34 / 1.59	0.47	0.43 ***
57. Administrators are approachable to students.	6.41	5.97 / 1.26	0.44	6.22	5.66 / 1.46	0.56	0.31 **
62. Bookstore staff are helpful.	6.33	5.88 / 1.44	0.45	6.18	5.87 / 1.41	0.31	0.01
63. I seldom get the "run-around" when seeking information on this campus.	6.29	5.79 / 1.59	0.50	6.13	5.40 / 1.64	0.73	0.39 **
67. Channels for expressing student complaints are readily available.	6.28	5.51 / 1.75	0.77	6.12	5.26 / 1.70	0.86	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 143390 records.

Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.42	5.93 / 1.25	0.49	6.19	5.69 / 1.18	0.50	0.24 **
1. Most students feel a sense of belonging here.	6.15	5.57 / 1.38	0.58	5.86	5.57 / 1.37	0.29	0.00
16. The college shows concern for students as individuals.	6.52	5.88 / 1.29	0.64	6.22	5.44 / 1.57	0.78	0.44 ***
27. The campus staff are caring and helpful.	6.49	6.18 / 0.98	0.31	6.27	5.83 / 1.30	0.44	0.35 ***
28. It is an enjoyable experience to be a student on this campus.	6.48	5.91 / 1.20	0.57	6.27	5.76 / 1.43	0.51	0.15
36. Students are made to feel welcome on this campus.	6.52	6.17 / 1.00	0.35	6.33	5.91 / 1.32	0.42	0.26 *
57. Administrators are approachable to students.	6.41	5.97 / 1.26	0.44	6.22	5.66 / 1.46	0.56	0.31 **

* 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 143390 records.

Institutional Summary
Items: In Sequential Order

Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.15	5.57 / 1.38	0.58	5.86	5.57 / 1.37	0.29	0.00
2. Faculty care about me as an individual.	6.19	5.57 / 1.42	0.62	6.12	5.61 / 1.42	0.51	-0.04
3. The quality of instruction in the vocational/technical programs is excellent.	6.25	5.67 / 1.31	0.58	6.21	5.60 / 1.37	0.61	0.07
4. Security staff are helpful.	6.39	6.06 / 1.34	0.33	6.02	5.55 / 1.51	0.47	0.51 ***
5. The personnel involved in registration are helpful.	6.45	5.87 / 1.43	0.58	6.31	5.66 / 1.52	0.65	0.21
6. My academic advisor is approachable.	6.54	6.26 / 1.15	0.28	6.37	5.75 / 1.57	0.62	0.51 ***
7. Adequate financial aid is available for most students.	6.45	5.82 / 1.59	0.63	6.31	5.48 / 1.64	0.83	0.34 **
8. Classes are scheduled at times that are convenient for me.	6.40	5.67 / 1.54	0.73	6.44	5.69 / 1.47	0.75	-0.02
9. Internships or practical experiences are provided in my degree/certificate program.	6.26	5.39 / 1.72	0.87	6.09	5.28 / 1.64	0.81	0.11
10. Child care facilities are available on campus.	5.23	3.72 / 2.30	1.51	4.96	4.58 / 1.92	0.38	-0.86 ***
11. Security staff respond quickly in emergencies.	6.57	6.08 / 1.28	0.49	6.26	5.54 / 1.46	0.72	0.54 ***
12. My academic advisor helps me set goals to work toward.	6.45	5.92 / 1.35	0.53	6.18	5.41 / 1.74	0.77	0.51 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.49	6.01 / 1.26	0.48	6.23	5.32 / 1.68	0.91	0.69 ***
14. Library resources and services are adequate.	6.53	6.34 / 0.99	0.19	6.29	5.96 / 1.28	0.33	0.38 ***
15. I am able to register for classes I need with few conflicts.	6.50	5.92 / 1.29	0.58	6.43	5.71 / 1.47	0.72	0.21
16. The college shows concern for students as individuals.	6.52	5.88 / 1.29	0.64	6.22	5.44 / 1.57	0.78	0.44 ***

* 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 143390 records.

Institutional Summary

Items: In Sequential Order

Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	6.17	6.09 / 1.17	0.08	5.57	5.22 / 1.53	0.35	0.87 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.57	5.70 / 1.24	0.87	6.48	5.69 / 1.39	0.79	0.01
19. This campus provides effective support services for displaced homemakers.	6.17	5.86 / 1.40	0.31	5.68	5.24 / 1.51	0.44	0.62 ***
20. Financial aid counselors are helpful.	6.56	6.09 / 1.30	0.47	6.25	5.42 / 1.67	0.83	0.67 ***
21. There are a sufficient number of study areas on campus.	6.45	6.16 / 1.15	0.29	6.22	5.85 / 1.41	0.37	0.31 **
22. People on this campus respect and are supportive of each other.	6.46	5.85 / 1.19	0.61	6.20	5.72 / 1.35	0.48	0.13
23. Faculty are understanding of students' unique life circumstances.	6.48	5.65 / 1.48	0.83	6.29	5.54 / 1.54	0.75	0.11
24. Parking lots are well-lighted and secure.	6.41	5.64 / 1.54	0.77	6.24	5.54 / 1.57	0.70	0.10
25. My academic advisor is concerned about my success as an individual.	6.49	5.92 / 1.36	0.57	6.26	5.44 / 1.71	0.82	0.48 ***
26. Library staff are helpful and approachable.	6.43	6.24 / 1.05	0.19	6.16	5.92 / 1.32	0.24	0.32 **
27. The campus staff are caring and helpful.	6.49	6.18 / 0.98	0.31	6.27	5.83 / 1.30	0.44	0.35 ***
28. It is an enjoyable experience to be a student on this campus.	6.48	5.91 / 1.20	0.57	6.27	5.76 / 1.43	0.51	0.15
29. Faculty are fair and unbiased in their treatment of individual students.	6.57	5.77 / 1.51	0.80	6.38	5.70 / 1.48	0.68	0.07
30. The career services office provides students with the help they need to get a job.	6.52	5.98 / 1.37	0.54	6.15	5.49 / 1.49	0.66	0.49 **
31. The campus is safe and secure for all students.	6.64	6.23 / 1.07	0.41	6.47	5.94 / 1.27	0.53	0.29 **

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Institutional Summary
Items: In Sequential Order

Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.62	6.00 / 1.37	0.62	6.43	5.71 / 1.61	0.72	0.29 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.43	6.02 / 1.19	0.41	6.09	5.58 / 1.46	0.51	0.44 ***
34. Computer labs are adequate and accessible.	6.55	6.36 / 1.00	0.19	6.30	5.95 / 1.32	0.35	0.41 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.48	6.05 / 1.20	0.43	6.32	5.71 / 1.42	0.61	0.34 **
36. Students are made to feel welcome on this campus.	6.52	6.17 / 1.00	0.35	6.33	5.91 / 1.32	0.42	0.26 *
37. Faculty take into consideration student differences as they teach a course.	6.39	5.53 / 1.48	0.86	6.22	5.48 / 1.52	0.74	0.05
38. The student center is a comfortable place for students to spend their leisure time.	6.21	6.13 / 1.12	0.08	6.01	5.72 / 1.41	0.29	0.41 ***
39. The amount of student parking space on campus is adequate.	6.29	5.66 / 1.52	0.63	6.25	5.14 / 1.88	1.11	0.52 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.49	5.90 / 1.52	0.59	6.32	5.53 / 1.64	0.79	0.37 **
41. Admissions staff are knowledgeable.	6.46	5.97 / 1.33	0.49	6.34	5.76 / 1.41	0.58	0.21 *
42. The equipment in the lab facilities is kept up to date.	6.48	6.18 / 0.97	0.30	6.28	5.72 / 1.41	0.56	0.46 ***
43. Class change (drop/add) policies are reasonable.	6.37	6.19 / 1.07	0.18	6.27	5.79 / 1.43	0.48	0.40 ***
44. I generally know what's happening on campus.	5.95	5.77 / 1.36	0.18	5.81	5.34 / 1.59	0.47	0.43 ***
45. This institution has a good reputation within the community.	6.42	6.12 / 1.20	0.30	6.22	5.89 / 1.34	0.33	0.23 *
46. Faculty provide timely feedback about student progress in a course.	6.45	5.83 / 1.36	0.62	6.33	5.57 / 1.49	0.76	0.26 *

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National Group Means are based on 143390 records.

Institutional Summary

Items: In Sequential Order

Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.45	5.72 / 1.48	0.73	6.23	5.57 / 1.49	0.66	0.15
48. Counseling staff care about students as individuals.	6.46	6.14 / 1.17	0.32	6.26	5.65 / 1.49	0.61	0.49 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.39	6.04 / 1.26	0.35	6.20	5.61 / 1.46	0.59	0.43 ***
50. Tutoring services are readily available.	6.58	6.39 / 1.08	0.19	6.26	5.84 / 1.40	0.42	0.55 ***
51. There are convenient ways of paying my school bill.	6.49	6.07 / 1.33	0.42	6.33	5.78 / 1.45	0.55	0.29 **
52. This school does whatever it can to help me reach my educational goals.	6.50	5.85 / 1.30	0.65	6.34	5.58 / 1.50	0.76	0.27 *
53. The assessment and course placement procedures are reasonable.	6.28	5.89 / 1.19	0.39	6.23	5.70 / 1.40	0.53	0.19
54. Faculty are interested in my academic problems.	6.35	5.67 / 1.53	0.68	6.19	5.50 / 1.53	0.69	0.17
55. Academic support services adequately meet the needs of students.	6.50	6.11 / 1.19	0.39	6.24	5.66 / 1.41	0.58	0.45 ***
56. The business office is open during hours which are convenient for most students.	6.34	6.18 / 1.02	0.16	6.20	5.70 / 1.41	0.50	0.48 ***
57. Administrators are approachable to students.	6.41	5.97 / 1.26	0.44	6.22	5.66 / 1.46	0.56	0.31 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.58	6.13 / 1.23	0.45	6.45	5.91 / 1.31	0.54	0.22 *
59. New student orientation services help students adjust to college.	6.20	5.89 / 1.45	0.31	6.08	5.59 / 1.52	0.49	0.30 *
60. Billing policies are reasonable.	6.48	6.05 / 1.10	0.43	6.25	5.67 / 1.45	0.58	0.38 **
61. Faculty are usually available after class and during office hours.	6.46	6.17 / 1.29	0.29	6.33	5.88 / 1.33	0.45	0.29 **

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National Group Means are based on 143390 records.

Institutional Summary
Items: In Sequential Order

Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.33	5.88 / 1.44	0.45	6.18	5.87 / 1.41	0.31	0.01
63. I seldom get the "run-around" when seeking information on this campus.	6.29	5.79 / 1.59	0.50	6.13	5.40 / 1.64	0.73	0.39 **
64. Nearly all classes deal with practical experiences and applications.	6.35	5.72 / 1.38	0.63	6.23	5.66 / 1.40	0.57	0.06
65. Students are notified early in the term if they are doing poorly in a class.	6.33	5.53 / 1.79	0.80	6.25	5.27 / 1.74	0.98	0.26
66. Program requirements are clear and reasonable.	6.42	5.93 / 1.29	0.49	6.40	5.82 / 1.37	0.58	0.11
67. Channels for expressing student complaints are readily available.	6.28	5.51 / 1.75	0.77	6.12	5.26 / 1.70	0.86	0.25
68. On the whole, the campus is well-maintained.	6.47	6.31 / 1.01	0.16	6.35	6.05 / 1.25	0.30	0.26 **
69. There is a good variety of courses provided on this campus.	6.46	5.96 / 1.26	0.50	6.41	5.93 / 1.33	0.48	0.03
70. I am able to experience intellectual growth here.	6.55	6.18 / 1.10	0.37	6.46	6.01 / 1.27	0.45	0.17
71. Campus item: I found the new student orientation session to be informative and valuable.	6.01	5.61 / 1.70	0.40				
72. Campus item: I am satisfied with the process to check in and meet with staff in the Student Services Center.	6.41	6.13 / 1.15	0.28				
73. Campus item: I have the opportunity to participate in extra-curricular activities and events (e.g., Sauk Fest, comedians, etc.).	6.13	6.12 / 1.34	0.01				
74. Campus item: I find the campus grounds to be inviting and appealing.	6.26	6.01 / 1.24	0.25				
75. Campus item: I found the FYE course to be informative and valuable.	5.58	4.90 / 2.17	0.68				

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National Group Means are based on 143390 records.

Institutional Summary

Items: In Sequential Order

Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item: I am aware of the wellness and physical fitness opportunities in the Sauk fitness center.	6.21	6.13 / 1.17	0.08				
77. Campus item: I am aware of my assigned academic advisor and know how to access her/him.	6.52	6.15 / 1.35	0.37				
78. Campus item: I find the customer service on campus to be exceptional.	6.36	5.99 / 1.21	0.37				
79. Campus item: I am aware of the opportunity to meet new people, develop leadership skills and build a resume by joining student clubs/orgs.	6.25	6.13 / 1.10	0.12				
80. Campus item: I have sought academic assistance through the Learning Commons (LC) and found it helpful.	6.35	6.28 / 0.99	0.07				
81. Institution's commitment to part-time students?		5.98 / 1.38			5.86 / 1.36		0.12
82. Institution's commitment to evening students?		5.83 / 1.41			5.73 / 1.45		0.10
83. Institution's commitment to older, returning learners?		6.06 / 1.35			5.83 / 1.42		0.23
84. Institution's commitment to under-represented populations?		5.93 / 1.45			5.75 / 1.41		0.18
85. Institution's commitment to commuters?		5.78 / 1.51			5.73 / 1.44		0.05
86. Institution's commitment to students with disabilities?		6.26 / 1.18			5.88 / 1.37		0.38 **
87. Cost as factor in decision to enroll.	6.30			6.38			
88. Financial aid as factor in decision to enroll.	6.40			6.14			
89. Academic reputation as factor in decision to enroll.	5.98			5.99			
90. Size of institution as factor in decision to enroll.	5.33			5.30			

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National Group Means are based on 143390 records.

Institutional Summary

Items: In Sequential Order

Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
91. Opportunity to play sports as factor in decision to enroll.	4.45			3.88			
92. Recommendations from family/friends as factor in decision to enroll.	5.40			5.15			
93. Geographic setting as factor in decision to enroll.	5.87			5.65			
94. Campus appearance as factor in decision to enroll.	5.34			5.38			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.63			5.55			

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National Group Means are based on 143390 records.

Institutional Summary

Summary Items

Summary Item	Sauk Valley Community College - SSI	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.88	Average: 4.98	-0.10
1=Much worse than expected	1%	1%	
2=Quite a bit worse than I expected	0%	1%	
3=Worse than I expected	6%	6%	
4=About what I expected	36%	31%	
5=Better than I expected	23%	24%	
6=Quite a bit better than I expected	15%	14%	
7=Much better than expected	15%	19%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.51	Average: 5.58	-0.07
1=Not satisfied at all	0%	1%	
2=Not very satisfied	1%	2%	
3=Somewhat dissatisfied	6%	4%	
4=Neutral	12%	11%	
5=Somewhat satisfied	18%	15%	
6=Satisfied	37%	39%	
7=Very satisfied	23%	25%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.81	Average: 5.83	-0.02
1=Definitely not	2%	2%	
2=Probably not	3%	3%	
3=Maybe not	2%	2%	
4=I don't know	7%	7%	
5=Maybe yes	9%	10%	
6=Probably yes	34%	30%	
7=Definitely yes	40%	43%	