

## Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	126	68.48%	1 year or less	69	38.12%
Male	58	31.52%	2 years	74	40.88%
Total	184	100.00%	3 years	25	13.81%
No Response	19		4 or more years	13	7.18%
			Total	181	100.00%
			No Response	22	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	14	7.61%	No credits earned	7	3.87%
19 to 24	96	52.17%	1.99 or below	2	1.10%
25 to 34	33	17.93%	2.0 - 2.49	22	12.15%
35 to 44	20	10.87%	2.5 - 2.99	44	24.31%
45 and over	21	11.41%	3.0 - 3.49	65	35.91%
Total	184	100.00%	3.5 or above	41	22.65%
No Response	19		Total	181	100.00%
			No Response	22	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	4	2.21%	Associate degree	111	61.33%
American Indian or Alaskan Native	3	1.66%	Vocational/technical program	3	1.66%
Asian or Pacific Islander	0	0.00%	Transfer to another institution	53	29.28%
Caucasian/White	154	85.08%	Certification (initial / renewal)	9	4.97%
Hispanic	16	8.84%	Self-improvement/pleasure	0	0.00%
Other race	1	0.55%	Job-related training	1	0.55%
Race - Prefer not to respond	3	1.66%	Other educational goal	4	2.21%
Total	181	100.00%	Total	181	100.00%
No Response	22		No Response	22	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Employment</b>	<b>N</b>	<b>%</b>
Day	142	78.89%	Full-time off campus	43	23.76%
Evening	37	20.56%	Part-time off campus	79	43.65%
Weekend	1	0.56%	Full-time on campus	0	0.00%
Total	180	100.00%	Part-time on campus	21	11.60%
No Response	23		Not employed	38	20.99%
			Total	181	100.00%
<b>Current Class Load</b>	<b>N</b>	<b>%</b>	No Response	22	
Full-time	126	68.85%			
Part-time	57	31.15%			
Total	183	100.00%			
No Response	20				

## Demographics

<b>Current Residence</b>			<b>What is the highest degree attained by either parent?</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Residence hall	3	1.67%	No degree	15	8.20%
Own house	41	22.78%	High School/GED	97	53.01%
Rent room or apt off campus	31	17.22%	Associate's (2-year degree)	40	21.86%
Parent's home	89	49.44%	Bachelor's (4-year degree)	20	10.93%
Other residence	16	8.89%	Master's degree or higher	11	6.01%
Total	180	100.00%	Campus item - Answer 6	0	0.00%
No Response	23		Total	183	100.00%
			No Response	20	
<b>Residence Classification</b>			<b>Institution Question 2</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
In-state	181	99.45%	Campus item 2 - Answer 1	0	0%
Out-of-state	1	0.55%	Campus item 2 - Answer 2	0	0%
International (not U.S. citizen)	0	0.00%	Campus item 2 - Answer 3	0	0%
Total	182	100.00%	Campus item 2 - Answer 4	0	0%
No Response	21		Campus item 2 - Answer 5	0	0%
			Campus item 2 - Answer 6	0	0%
			Total	0	100.00%
			No Response	203	
<b>Disabilities</b>			<b>Group Code</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Yes - Disability	11	6.11%	0020: Marketing (AAS)	1	0.57%
No - Disability	169	93.89%	0021: Accounting (AAS)	6	3.41%
Total	180	100.00%	0022: Management (AAS)	5	2.84%
No Response	23		0023: Office & Admin Serv:Admin Asst	3	1.70%
			0024: Office & Admin Serv: Medical	3	1.70%
			0025: Computer Information Systems	1	0.57%
			0039: Fire Science	1	0.57%
			0041: Paraprofessional Educator	1	0.57%
			0042: Education, Early Childhood (AAS)	6	3.41%
			0051: Radiologic Technology	9	5.11%
			0052: Associate Degree Nursing	11	6.25%
			0060: Mechanical Engineering Tech	2	1.14%
			0061: Multicraft Technology	2	1.14%
			0065: Electronic Engineering Tech	2	1.14%
			0067: "Heat, Refrig, Air Conditioning	1	0.57%
			0070: Sustainable Technologies	1	0.57%
			0075: CIS Networking	2	1.14%
			0076: CIS Microcomputer Applications	1	0.57%
<b>Institution Was My</b>					
	<b>N</b>	<b>%</b>			
1st choice	138	77.09%			
2nd choice	27	15.08%			
3rd choice or lower	14	7.82%			
Total	179	100.00%			
No Response	24				

## Demographics

0081: Criminal Justice: Law Enforce &quot;	4	2.27%
0082: Crim Justice: Justice Affairs	1	0.57%
0089: Human Services: Social Service	2	1.14%
0110: Agriculture	1	0.57%
0150: Art (AFA)	1	0.57%
0160: Music	1	0.57%
0210: Business	19	10.80%
0220: Accounting (AS)	2	1.14%
0320: Engineering Science	2	1.14%
0413: Biology	4	2.27%
0414: Chemistry	1	0.57%
0416: Mathematics	1	0.57%
0417: Physics	1	0.57%
0510: Pre-Professional	7	3.98%
0601: Art (AA)	4	2.27%
0602: English	1	0.57%
0611: Theatre	2	1.14%
0620: Social Work	3	1.70%
0651: Economics (AA)	1	0.57%
0655: Psychology (AA)	4	2.27%
0680: Education, Elementary	3	1.70%
0681: Education, Early Childhood (AA)	2	1.14%
0685: Education, Secondary (AA)	1	0.57%
0687: AAT Special Education	1	0.57%
0690: Education, Special	1	0.57%
0800: General-Unclassified	3	1.70%
0810: Speech/Communication	1	0.57%
0824: Criminal Justice	3	1.70%
0825: Nursing	25	14.20%
0830: Occupational/Physical Therapy	2	1.14%
0840: CIS - Computer Science	4	2.27%
0841: CIS - Information Systems	1	0.57%
0855: Psychology (AS)	3	1.70%
0885: Education, Secondary (AS)	1	0.57%
9999: Not listed	5	2.84%
Total	176	100.00%
No Response	27	

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 31. The campus is safe and secure for all students.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 70. I am able to experience intellectual growth here.
- 6. My academic advisor is approachable.
- 69. There is a good variety of courses provided on this campus.
- 80. Campus item: I have sought academic assistance through the Learning Assistance Center (LAC) and found it helpful.
- 61. Faculty are usually available after class and during office hours.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 66. Program requirements are clear and reasonable.
- 68. On the whole, the campus is well-maintained.
- 34. Computer labs are adequate and accessible.
- 36. Students are made to feel welcome on this campus.
- 41. Admissions staff are knowledgeable.
- 50. Tutoring services are readily available.
- 14. Library resources and services are adequate.
- 43. Class change (drop/add) policies are reasonable.
- 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.
- 8. Classes are scheduled at times that are convenient for me.
- 46. Faculty provide timely feedback about student progress in a course.
- 7. Adequate financial aid is available for most students.
- 52. This school does whatever it can to help me reach my educational goals.
- 12. My academic advisor helps me set goals to work toward.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 23. Faculty are understanding of students' unique life circumstances.
- 47. There are adequate services to help me decide upon a career.
- 16. The college shows concern for students as individuals.
- 39. The amount of student parking space on campus is adequate.
- 74. Campus item: I was prepared for college-level work when I first enrolled at the College.

## **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.
- 15. I am able to register for classes I need with few conflicts.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 8. Classes are scheduled at times that are convenient for me.
- 70. I am able to experience intellectual growth here.
- 46. Faculty provide timely feedback about student progress in a course.
- 6. My academic advisor is approachable.
- 69. There is a good variety of courses provided on this campus.
- 7. Adequate financial aid is available for most students.
- 20. Financial aid counselors are helpful.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 51. There are convenient ways of paying my school bill.
- 61. Faculty are usually available after class and during office hours.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 66. Program requirements are clear and reasonable.
- 5. The personnel involved in registration are helpful.
- 52. This school does whatever it can to help me reach my educational goals.
- 68. On the whole, the campus is well-maintained.
- 42. The equipment in the lab facilities is kept up to date.
- 48. Counseling staff care about students as individuals.
- 12. My academic advisor helps me set goals to work toward.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 34. Computer labs are adequate and accessible.
- 36. Students are made to feel welcome on this campus.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 25. My academic advisor is concerned about my success as an individual.
- 41. Admissions staff are knowledgeable.
- 50. Tutoring services are readily available.
- 14. Library resources and services are adequate.
- 60. Billing policies are reasonable.
- 47. There are adequate services to help me decide upon a career.
- 16. The college shows concern for students as individuals.
- 39. The amount of student parking space on campus is adequate.
- 43. Class change (drop/add) policies are reasonable.

## Strategic Planning Overview

- 24. Parking lots are well-lighted and secure.
- 28. It is an enjoyable experience to be a student on this campus.

### 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.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 46. Faculty provide timely feedback about student progress in a course.
- 6. My academic advisor is approachable.
- 20. Financial aid counselors are helpful.
- 51. There are convenient ways of paying my school bill.
- 61. Faculty are usually available after class and during office hours.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 5. The personnel involved in registration are helpful.
- 68. On the whole, the campus is well-maintained.
- 42. The equipment in the lab facilities is kept up to date.
- 48. Counseling staff care about students as individuals.
- 12. My academic advisor helps me set goals to work toward.
- 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.
- 50. Tutoring services are readily available.
- 14. Library resources and services are adequate.
- 60. Billing policies are reasonable.
- 47. There are adequate services to help me decide upon a career.
- 16. The college shows concern for students as individuals.
- 43. Class change (drop/add) policies are reasonable.
- 24. Parking lots are well-lighted and secure.

**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	6.43	5.88 / 1.16	0.55	6.24	5.32 / 1.37	0.92	0.56 ***
Instructional Effectiveness	6.39	5.81 / 1.02	0.58	6.27	5.51 / 1.11	0.76	0.30 ***
Registration Effectiveness	6.39	5.97 / 0.89	0.42	6.24	5.53 / 1.07	0.71	0.44 ***
Admissions and Financial Aid	6.37	5.89 / 1.05	0.48	6.16	5.30 / 1.26	0.86	0.59 ***
Concern for the Individual	6.35	5.82 / 1.06	0.53	6.18	5.34 / 1.25	0.84	0.48 ***
Academic Services	6.33	6.17 / 0.78	0.16	6.14	5.62 / 1.06	0.52	0.55 ***
Safety and Security	6.33	5.93 / 0.92	0.40	6.10	5.23 / 1.20	0.87	0.70 ***
Campus Climate	6.23	5.83 / 0.99	0.40	6.08	5.43 / 1.11	0.65	0.40 ***
Service Excellence	6.22	5.87 / 0.99	0.35	6.06	5.40 / 1.11	0.66	0.47 ***
Student Centeredness	6.21	5.87 / 1.04	0.34	6.08	5.48 / 1.18	0.60	0.39 ***
Campus Support Services	5.88	5.58 / 1.34	0.30	5.60	5.11 / 1.23	0.49	0.47 ***
Responsiveness to Diverse Populations		6.02 / 1.16			5.60 / 1.27		0.42 ***

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

National Group Means are based on 185186 records.

**Institutional Summary**  
**Items: In Order of Importance**

Item	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.	6.60	6.28 / 0.96	0.32	6.38	5.75 / 1.31	0.63	0.53 ***
32. My academic advisor is knowledgeable about my program requirements.	6.58	5.86 / 1.34	0.72	6.38	5.48 / 1.66	0.90	0.38 **
15. I am able to register for classes I need with few conflicts.	6.57	6.02 / 1.28	0.55	6.42	5.47 / 1.56	0.95	0.55 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.57	5.64 / 1.28	0.93	6.48	5.63 / 1.36	0.85	0.01
58. Nearly all of the faculty are knowledgeable in their fields.	6.57	6.10 / 1.10	0.47	6.40	5.78 / 1.32	0.62	0.32 **
8. Classes are scheduled at times that are convenient for me.	6.54	5.80 / 1.42	0.74	6.47	5.52 / 1.51	0.95	0.28 **
70. I am able to experience intellectual growth here.	6.53	6.18 / 1.11	0.35	6.41	5.84 / 1.32	0.57	0.34 ***
6. My academic advisor is approachable.	6.48	6.09 / 1.29	0.39	6.30	5.49 / 1.65	0.81	0.60 ***
46. Faculty provide timely feedback about student progress in a course.	6.48	5.72 / 1.41	0.76	6.28	5.37 / 1.51	0.91	0.35 **
69. There is a good variety of courses provided on this campus.	6.48	6.18 / 1.09	0.30	6.36	5.71 / 1.40	0.65	0.47 ***
7. Adequate financial aid is available for most students.	6.46	5.65 / 1.60	0.81	6.31	5.37 / 1.67	0.94	0.28 *
80. Campus item: I have sought academic assistance through the Learning Assistance Center (LAC) and found it helpful.	6.46	6.24 / 1.27	0.22				
20. Financial aid counselors are helpful.	6.45	6.02 / 1.40	0.43	6.19	5.18 / 1.71	1.01	0.84 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.90 / 1.22	0.55	6.32	5.50 / 1.50	0.82	0.40 ***
51. There are convenient ways of paying my school bill.	6.44	5.99 / 1.24	0.45	6.24	5.62 / 1.46	0.62	0.37 **

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

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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	
61. Faculty are usually available after class and during office hours.	6.44	6.09 / 1.17	0.35	6.27	5.72 / 1.36	0.55	0.37 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.43	6.08 / 1.08	0.35	6.25	5.51 / 1.46	0.74	0.57 ***
66. Program requirements are clear and reasonable.	6.43	6.08 / 1.32	0.35	6.35	5.63 / 1.40	0.72	0.45 ***
5. The personnel involved in registration are helpful.	6.42	5.92 / 1.42	0.50	6.25	5.41 / 1.59	0.84	0.51 ***
52. This school does whatever it can to help me reach my educational goals.	6.42	5.80 / 1.27	0.62	6.29	5.35 / 1.52	0.94	0.45 ***
68. On the whole, the campus is well-maintained.	6.41	6.36 / 0.95	0.05	6.25	5.91 / 1.28	0.34	0.45 ***
42. The equipment in the lab facilities is kept up to date.	6.40	5.95 / 1.20	0.45	6.20	5.56 / 1.43	0.64	0.39 ***
48. Counseling staff care about students as individuals.	6.40	5.97 / 1.37	0.43	6.14	5.34 / 1.55	0.80	0.63 ***
12. My academic advisor helps me set goals to work toward.	6.39	5.72 / 1.50	0.67	6.10	5.13 / 1.76	0.97	0.59 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.39	5.78 / 1.37	0.61	6.19	5.11 / 1.71	1.08	0.67 ***
34. Computer labs are adequate and accessible.	6.38	6.21 / 1.04	0.17	6.25	5.73 / 1.41	0.52	0.48 ***
36. Students are made to feel welcome on this campus.	6.38	6.16 / 1.09	0.22	6.24	5.70 / 1.36	0.54	0.46 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.38	5.87 / 1.41	0.51	6.24	5.24 / 1.68	1.00	0.63 ***
87. Cost as factor in decision to enroll.	6.38			6.34			
25. My academic advisor is concerned about my success as an individual.	6.37	5.86 / 1.33	0.51	6.20	5.17 / 1.74	1.03	0.69 ***

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

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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	
41. Admissions staff are knowledgeable.	6.37	6.05 / 1.04	0.32	6.25	5.50 / 1.46	0.75	0.55 ***
50. Tutoring services are readily available.	6.37	6.24 / 1.07	0.13	6.11	5.60 / 1.45	0.51	0.64 ***
14. Library resources and services are adequate.	6.36	6.31 / 0.98	0.05	6.19	5.75 / 1.33	0.44	0.56 ***
23. Faculty are understanding of students' unique life circumstances.	6.36	5.51 / 1.46	0.85	6.22	5.35 / 1.54	0.87	0.16
60. Billing policies are reasonable.	6.36	6.01 / 1.22	0.35	6.16	5.48 / 1.46	0.68	0.53 ***
47. There are adequate services to help me decide upon a career.	6.35	5.78 / 1.39	0.57	6.13	5.31 / 1.52	0.82	0.47 ***
16. The college shows concern for students as individuals.	6.34	5.67 / 1.37	0.67	6.17	5.21 / 1.58	0.96	0.46 ***
39. The amount of student parking space on campus is adequate.	6.34	5.70 / 1.53	0.64	6.21	4.69 / 1.97	1.52	1.01 ***
43. Class change (drop/add) policies are reasonable.	6.34	6.11 / 1.21	0.23	6.18	5.59 / 1.46	0.59	0.52 ***
24. Parking lots are well-lighted and secure.	6.33	5.80 / 1.34	0.53	6.16	5.33 / 1.60	0.83	0.47 ***
28. It is an enjoyable experience to be a student on this campus.	6.33	5.91 / 1.33	0.42	6.22	5.60 / 1.44	0.62	0.31 **
21. There are a sufficient number of study areas on campus.	6.31	6.21 / 1.03	0.10	6.09	5.59 / 1.48	0.50	0.62 ***
27. The campus staff are caring and helpful.	6.31	6.03 / 1.04	0.28	6.15	5.58 / 1.34	0.57	0.45 ***
74. Campus item: I was prepared for college-level work when I first enrolled at the College.	6.31	5.71 / 1.49	0.60				
11. Security staff respond quickly in emergencies.	6.30	5.92 / 1.23	0.38	6.03	5.16 / 1.48	0.87	0.76 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.30	5.94 / 1.27	0.36	6.07	5.31 / 1.49	0.76	0.63 ***

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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	
88. Financial aid as factor in decision to enroll.	6.30			6.09			
72. Campus item: I found the forms in the Office of Admissions and Records easy to understand and complete.	6.29	6.06 / 1.12	0.23				
37. Faculty take into consideration student differences as they teach a course.	6.28	5.48 / 1.38	0.80	6.14	5.32 / 1.49	0.82	0.16
57. Administrators are approachable to students.	6.28	5.94 / 1.28	0.34	6.12	5.43 / 1.48	0.69	0.51 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.75 / 1.40	0.52	6.13	5.16 / 1.69	0.97	0.59 ***
77. Campus item: I have used the university transfer information (online or in the counseling office) and found it accurate and accessible.	6.27	5.88 / 1.42	0.39				
65. Students are notified early in the term if they are doing poorly in a class.	6.26	5.14 / 1.84	1.12	6.22	5.02 / 1.74	1.20	0.12
3. The quality of instruction in the vocational/technical programs is excellent.	6.25	5.69 / 1.29	0.56	6.15	5.47 / 1.37	0.68	0.22
53. The assessment and course placement procedures are reasonable.	6.25	5.84 / 1.33	0.41	6.12	5.47 / 1.43	0.65	0.37 ***
26. Library staff are helpful and approachable.	6.24	6.23 / 1.08	0.01	6.04	5.70 / 1.37	0.34	0.53 ***
55. Academic support services adequately meet the needs of students.	6.24	6.02 / 1.19	0.22	6.12	5.41 / 1.41	0.71	0.61 ***
64. Nearly all classes deal with practical experiences and applications.	6.24	5.70 / 1.36	0.54	6.16	5.51 / 1.39	0.65	0.19
30. The career services office provides students with the help they need to get a job.	6.23	5.99 / 1.20	0.24	6.00	5.10 / 1.52	0.90	0.89 ***

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

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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	
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.23	5.89 / 1.22	0.34	5.90	5.28 / 1.47	0.62	0.61 ***
45. This institution has a good reputation within the community.	6.22	6.01 / 1.30	0.21	6.12	5.72 / 1.37	0.40	0.29 **
54. Faculty are interested in my academic problems.	6.22	5.80 / 1.28	0.42	6.11	5.29 / 1.52	0.82	0.51 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.21	5.45 / 1.50	0.76	6.00	5.09 / 1.62	0.91	0.36 **
56. The business office is open during hours which are convenient for most students.	6.21	6.02 / 1.17	0.19	6.11	5.52 / 1.43	0.59	0.50 ***
2. Faculty care about me as an individual.	6.20	5.72 / 1.34	0.48	6.07	5.45 / 1.44	0.62	0.27 **
78. Campus item: I find the customer service on campus to be exceptional.	6.17	5.96 / 1.25	0.21				
22. People on this campus respect and are supportive of each other.	6.16	5.72 / 1.30	0.44	6.07	5.44 / 1.40	0.63	0.28 **
67. Channels for expressing student complaints are readily available.	6.16	5.41 / 1.68	0.75	6.01	5.00 / 1.68	1.01	0.41 **
62. Bookstore staff are helpful.	6.08	5.79 / 1.35	0.29	6.11	5.67 / 1.46	0.44	0.12
4. Security staff are helpful.	6.07	5.98 / 1.15	0.09	5.69	5.19 / 1.56	0.50	0.79 ***
59. New student orientation services help students adjust to college.	6.05	5.45 / 1.75	0.60	5.91	5.38 / 1.51	0.53	0.07
44. I generally know what's happening on campus.	6.03	5.99 / 1.22	0.04	5.63	5.16 / 1.55	0.47	0.83 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.99	5.82 / 1.28	0.17	5.79	5.40 / 1.47	0.39	0.42 ***

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

National Group Means are based on 185186 records.

## Institutional Summary

### Items: In Order of Importance

Item	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 SVCC Fitness Center.	5.89	5.39 / 1.78	0.50				
89. Academic reputation as factor in decision to enroll.	5.81			5.91			
93. Geographic setting as factor in decision to enroll.	5.79			5.56			
71. Campus item: I found the pre-semester orientation session to be informative and valuable.	5.78	5.41 / 1.66	0.37				
73. Campus item: I have the opportunity to participate in extra-curricular activities on campus (i.e., college performances, intramurals).	5.78	5.73 / 1.51	0.05				
79. Campus item: I am aware of leadership opportunities afforded to me through student clubs/organizations such as student government, PTK, etc	5.75	5.63 / 1.54	0.12				
1. Most students feel a sense of belonging here.	5.68	5.52 / 1.32	0.16	5.62	5.38 / 1.39	0.24	0.14
17. Personnel in the Veterans' Services program are helpful.	5.64	6.04 / 1.14	-0.40	5.03	4.82 / 1.46	0.21	1.22 ***
19. This campus provides effective support services for displaced homemakers.	5.55	5.86 / 1.07	-0.31	5.30	4.90 / 1.45	0.40	0.96 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.35			5.44			
94. Campus appearance as factor in decision to enroll.	5.23			5.24			
90. Size of institution as factor in decision to enroll.	5.18			5.21			
75. Campus item: I found the FYE course to be informative and valuable.	5.05	4.48 / 2.29	0.57				
92. Recommendations from family/friends as factor in decision to enroll.	5.02			4.95			

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

National Group Means are based on 185186 records.

**Institutional Summary**  
**Items: In Order of Importance**

Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
10. Child care facilities are available on campus.	4.63	3.70 / 2.43	0.93	4.54	4.44 / 1.75	0.10	-0.74 ***
91. Opportunity to play sports as factor in decision to enroll.	3.57			3.52			
81. Institution's commitment to part-time students?		5.99 / 1.12			5.69 / 1.36		0.30 **
82. Institution's commitment to evening students?		6.03 / 1.05			5.57 / 1.45		0.46 ***
83. Institution's commitment to older, returning learners?		6.07 / 1.06			5.67 / 1.42		0.40 **
84. Institution's commitment to under-represented populations?		6.08 / 1.03			5.51 / 1.41		0.57 ***
85. Institution's commitment to commuters?		5.91 / 1.38			5.49 / 1.48		0.42 ***
86. Institution's commitment to students with disabilities?		6.08 / 1.40			5.65 / 1.41		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 185186 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	
<b>ACADEMIC ADVISING/COUNSELING</b>	6.43	5.88 / 1.16	0.55	6.24	5.32 / 1.37	0.92	0.56 ***
6. My academic advisor is approachable.	6.48	6.09 / 1.29	0.39	6.30	5.49 / 1.65	0.81	0.60 ***
12. My academic advisor helps me set goals to work toward.	6.39	5.72 / 1.50	0.67	6.10	5.13 / 1.76	0.97	0.59 ***
25. My academic advisor is concerned about my success as an individual.	6.37	5.86 / 1.33	0.51	6.20	5.17 / 1.74	1.03	0.69 ***
32. My academic advisor is knowledgeable about my program requirements.	6.58	5.86 / 1.34	0.72	6.38	5.48 / 1.66	0.90	0.38 **
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.38	5.87 / 1.41	0.51	6.24	5.24 / 1.68	1.00	0.63 ***
48. Counseling staff care about students as individuals.	6.40	5.97 / 1.37	0.43	6.14	5.34 / 1.55	0.80	0.63 ***
52. This school does whatever it can to help me reach my educational goals.	6.42	5.80 / 1.27	0.62	6.29	5.35 / 1.52	0.94	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 185186 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	
<b>ACADEMIC SERVICES</b>	6.33	6.17 / 0.78	0.16	6.14	5.62 / 1.06	0.52	0.55 ***
14. Library resources and services are adequate.	6.36	6.31 / 0.98	0.05	6.19	5.75 / 1.33	0.44	0.56 ***
21. There are a sufficient number of study areas on campus.	6.31	6.21 / 1.03	0.10	6.09	5.59 / 1.48	0.50	0.62 ***
26. Library staff are helpful and approachable.	6.24	6.23 / 1.08	0.01	6.04	5.70 / 1.37	0.34	0.53 ***
34. Computer labs are adequate and accessible.	6.38	6.21 / 1.04	0.17	6.25	5.73 / 1.41	0.52	0.48 ***
42. The equipment in the lab facilities is kept up to date.	6.40	5.95 / 1.20	0.45	6.20	5.56 / 1.43	0.64	0.39 ***
50. Tutoring services are readily available.	6.37	6.24 / 1.07	0.13	6.11	5.60 / 1.45	0.51	0.64 ***
55. Academic support services adequately meet the needs of students.	6.24	6.02 / 1.19	0.22	6.12	5.41 / 1.41	0.71	0.61 ***

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

National Group Means are based on 185186 records.

## Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID</b>	6.37	5.89 / 1.05	0.48	6.16	5.30 / 1.26	0.86	0.59 ***
7. Adequate financial aid is available for most students.	6.46	5.65 / 1.60	0.81	6.31	5.37 / 1.67	0.94	0.28 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.39	5.78 / 1.37	0.61	6.19	5.11 / 1.71	1.08	0.67 ***
20. Financial aid counselors are helpful.	6.45	6.02 / 1.40	0.43	6.19	5.18 / 1.71	1.01	0.84 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.23	5.89 / 1.22	0.34	5.90	5.28 / 1.47	0.62	0.61 ***
41. Admissions staff are knowledgeable.	6.37	6.05 / 1.04	0.32	6.25	5.50 / 1.46	0.75	0.55 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.30	5.94 / 1.27	0.36	6.07	5.31 / 1.49	0.76	0.63 ***

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

National Group Means are based on 185186 records.

## Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.23	5.83 / 0.99	0.40	6.08	5.43 / 1.11	0.65	0.40 ***
1. Most students feel a sense of belonging here.	5.68	5.52 / 1.32	0.16	5.62	5.38 / 1.39	0.24	0.14
2. Faculty care about me as an individual.	6.20	5.72 / 1.34	0.48	6.07	5.45 / 1.44	0.62	0.27 **
16. The college shows concern for students as individuals.	6.34	5.67 / 1.37	0.67	6.17	5.21 / 1.58	0.96	0.46 ***
22. People on this campus respect and are supportive of each other.	6.16	5.72 / 1.30	0.44	6.07	5.44 / 1.40	0.63	0.28 **
27. The campus staff are caring and helpful.	6.31	6.03 / 1.04	0.28	6.15	5.58 / 1.34	0.57	0.45 ***
28. It is an enjoyable experience to be a student on this campus.	6.33	5.91 / 1.33	0.42	6.22	5.60 / 1.44	0.62	0.31 **
31. The campus is safe and secure for all students.	6.60	6.28 / 0.96	0.32	6.38	5.75 / 1.31	0.63	0.53 ***
36. Students are made to feel welcome on this campus.	6.38	6.16 / 1.09	0.22	6.24	5.70 / 1.36	0.54	0.46 ***
44. I generally know what's happening on campus.	6.03	5.99 / 1.22	0.04	5.63	5.16 / 1.55	0.47	0.83 ***
45. This institution has a good reputation within the community.	6.22	6.01 / 1.30	0.21	6.12	5.72 / 1.37	0.40	0.29 **
52. This school does whatever it can to help me reach my educational goals.	6.42	5.80 / 1.27	0.62	6.29	5.35 / 1.52	0.94	0.45 ***
57. Administrators are approachable to students.	6.28	5.94 / 1.28	0.34	6.12	5.43 / 1.48	0.69	0.51 ***
59. New student orientation services help students adjust to college.	6.05	5.45 / 1.75	0.60	5.91	5.38 / 1.51	0.53	0.07
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.75 / 1.40	0.52	6.13	5.16 / 1.69	0.97	0.59 ***
67. Channels for expressing student complaints are readily available.	6.16	5.41 / 1.68	0.75	6.01	5.00 / 1.68	1.01	0.41 **

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

National Group Means are based on 185186 records.

## Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	5.88	5.58 / 1.34	0.30	5.60	5.11 / 1.23	0.49	0.47 ***
10. Child care facilities are available on campus.	4.63	3.70 / 2.43	0.93	4.54	4.44 / 1.75	0.10	-0.74 ***
17. Personnel in the Veterans' Services program are helpful.	5.64	6.04 / 1.14	-0.40	5.03	4.82 / 1.46	0.21	1.22 ***
19. This campus provides effective support services for displaced homemakers.	5.55	5.86 / 1.07	-0.31	5.30	4.90 / 1.45	0.40	0.96 ***
30. The career services office provides students with the help they need to get a job.	6.23	5.99 / 1.20	0.24	6.00	5.10 / 1.52	0.90	0.89 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.99	5.82 / 1.28	0.17	5.79	5.40 / 1.47	0.39	0.42 ***
47. There are adequate services to help me decide upon a career.	6.35	5.78 / 1.39	0.57	6.13	5.31 / 1.52	0.82	0.47 ***
59. New student orientation services help students adjust to college.	6.05	5.45 / 1.75	0.60	5.91	5.38 / 1.51	0.53	0.07

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

National Group Means are based on 185186 records.

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - 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	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.35	5.82 / 1.06	0.53	6.18	5.34 / 1.25	0.84	0.48 ***
2. Faculty care about me as an individual.	6.20	5.72 / 1.34	0.48	6.07	5.45 / 1.44	0.62	0.27 **
16. The college shows concern for students as individuals.	6.34	5.67 / 1.37	0.67	6.17	5.21 / 1.58	0.96	0.46 ***
25. My academic advisor is concerned about my success as an individual.	6.37	5.86 / 1.33	0.51	6.20	5.17 / 1.74	1.03	0.69 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.90 / 1.22	0.55	6.32	5.50 / 1.50	0.82	0.40 ***
48. Counseling staff care about students as individuals.	6.40	5.97 / 1.37	0.43	6.14	5.34 / 1.55	0.80	0.63 ***

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

National Group Means are based on 185186 records.

## Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.39	5.81 / 1.02	0.58	6.27	5.51 / 1.11	0.76	0.30 ***
2. Faculty care about me as an individual.	6.20	5.72 / 1.34	0.48	6.07	5.45 / 1.44	0.62	0.27 **
18. The quality of instruction I receive in most of my classes is excellent.	6.57	5.64 / 1.28	0.93	6.48	5.63 / 1.36	0.85	0.01
23. Faculty are understanding of students' unique life circumstances.	6.36	5.51 / 1.46	0.85	6.22	5.35 / 1.54	0.87	0.16
29. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.90 / 1.22	0.55	6.32	5.50 / 1.50	0.82	0.40 ***
37. Faculty take into consideration student differences as they teach a course.	6.28	5.48 / 1.38	0.80	6.14	5.32 / 1.49	0.82	0.16
46. Faculty provide timely feedback about student progress in a course.	6.48	5.72 / 1.41	0.76	6.28	5.37 / 1.51	0.91	0.35 **
54. Faculty are interested in my academic problems.	6.22	5.80 / 1.28	0.42	6.11	5.29 / 1.52	0.82	0.51 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.57	6.10 / 1.10	0.47	6.40	5.78 / 1.32	0.62	0.32 **
61. Faculty are usually available after class and during office hours.	6.44	6.09 / 1.17	0.35	6.27	5.72 / 1.36	0.55	0.37 ***
64. Nearly all classes deal with practical experiences and applications.	6.24	5.70 / 1.36	0.54	6.16	5.51 / 1.39	0.65	0.19
65. Students are notified early in the term if they are doing poorly in a class.	6.26	5.14 / 1.84	1.12	6.22	5.02 / 1.74	1.20	0.12
66. Program requirements are clear and reasonable.	6.43	6.08 / 1.32	0.35	6.35	5.63 / 1.40	0.72	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 185186 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.	6.48	6.18 / 1.09	0.30	6.36	5.71 / 1.40	0.65	0.47 ***
70. I am able to experience intellectual growth here.	6.53	6.18 / 1.11	0.35	6.41	5.84 / 1.32	0.57	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 185186 records.

### 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	
<b>REGISTRATION EFFECTIVENESS</b>	6.39	5.97 / 0.89	0.42	6.24	5.53 / 1.07	0.71	0.44 ***
5. The personnel involved in registration are helpful.	6.42	5.92 / 1.42	0.50	6.25	5.41 / 1.59	0.84	0.51 ***
8. Classes are scheduled at times that are convenient for me.	6.54	5.80 / 1.42	0.74	6.47	5.52 / 1.51	0.95	0.28 **
15. I am able to register for classes I need with few conflicts.	6.57	6.02 / 1.28	0.55	6.42	5.47 / 1.56	0.95	0.55 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.43	6.08 / 1.08	0.35	6.25	5.51 / 1.46	0.74	0.57 ***
43. Class change (drop/add) policies are reasonable.	6.34	6.11 / 1.21	0.23	6.18	5.59 / 1.46	0.59	0.52 ***
51. There are convenient ways of paying my school bill.	6.44	5.99 / 1.24	0.45	6.24	5.62 / 1.46	0.62	0.37 **
56. The business office is open during hours which are convenient for most students.	6.21	6.02 / 1.17	0.19	6.11	5.52 / 1.43	0.59	0.50 ***
60. Billing policies are reasonable.	6.36	6.01 / 1.22	0.35	6.16	5.48 / 1.46	0.68	0.53 ***
62. Bookstore staff are helpful.	6.08	5.79 / 1.35	0.29	6.11	5.67 / 1.46	0.44	0.12

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

National Group Means are based on 185186 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	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		6.02 / 1.16			5.60 / 1.27		0.42 ***
81. Institution's commitment to part-time students?		5.99 / 1.12			5.69 / 1.36		0.30 **
82. Institution's commitment to evening students?		6.03 / 1.05			5.57 / 1.45		0.46 ***
83. Institution's commitment to older, returning learners?		6.07 / 1.06			5.67 / 1.42		0.40 **
84. Institution's commitment to under-represented populations?		6.08 / 1.03			5.51 / 1.41		0.57 ***
85. Institution's commitment to commuters?		5.91 / 1.38			5.49 / 1.48		0.42 ***
86. Institution's commitment to students with disabilities?		6.08 / 1.40			5.65 / 1.41		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 185186 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	
<b>SAFETY AND SECURITY</b>	6.33	5.93 / 0.92	0.40	6.10	5.23 / 1.20	0.87	0.70 ***
4. Security staff are helpful.	6.07	5.98 / 1.15	0.09	5.69	5.19 / 1.56	0.50	0.79 ***
11. Security staff respond quickly in emergencies.	6.30	5.92 / 1.23	0.38	6.03	5.16 / 1.48	0.87	0.76 ***
24. Parking lots are well-lighted and secure.	6.33	5.80 / 1.34	0.53	6.16	5.33 / 1.60	0.83	0.47 ***
31. The campus is safe and secure for all students.	6.60	6.28 / 0.96	0.32	6.38	5.75 / 1.31	0.63	0.53 ***
39. The amount of student parking space on campus is adequate.	6.34	5.70 / 1.53	0.64	6.21	4.69 / 1.97	1.52	1.01 ***

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

National Group Means are based on 185186 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	
<b>SERVICE EXCELLENCE</b>	6.22	5.87 / 0.99	0.35	6.06	5.40 / 1.11	0.66	0.47 ***
5. The personnel involved in registration are helpful.	6.42	5.92 / 1.42	0.50	6.25	5.41 / 1.59	0.84	0.51 ***
22. People on this campus respect and are supportive of each other.	6.16	5.72 / 1.30	0.44	6.07	5.44 / 1.40	0.63	0.28 **
26. Library staff are helpful and approachable.	6.24	6.23 / 1.08	0.01	6.04	5.70 / 1.37	0.34	0.53 ***
27. The campus staff are caring and helpful.	6.31	6.03 / 1.04	0.28	6.15	5.58 / 1.34	0.57	0.45 ***
44. I generally know what's happening on campus.	6.03	5.99 / 1.22	0.04	5.63	5.16 / 1.55	0.47	0.83 ***
57. Administrators are approachable to students.	6.28	5.94 / 1.28	0.34	6.12	5.43 / 1.48	0.69	0.51 ***
62. Bookstore staff are helpful.	6.08	5.79 / 1.35	0.29	6.11	5.67 / 1.46	0.44	0.12
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.75 / 1.40	0.52	6.13	5.16 / 1.69	0.97	0.59 ***
67. Channels for expressing student complaints are readily available.	6.16	5.41 / 1.68	0.75	6.01	5.00 / 1.68	1.01	0.41 **

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

National Group Means are based on 185186 records.

### Institutional Summary

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

Scale/Item	Sauk Valley Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.21	5.87 / 1.04	0.34	6.08	5.48 / 1.18	0.60	0.39 ***
1. Most students feel a sense of belonging here.	5.68	5.52 / 1.32	0.16	5.62	5.38 / 1.39	0.24	0.14
16. The college shows concern for students as individuals.	6.34	5.67 / 1.37	0.67	6.17	5.21 / 1.58	0.96	0.46 ***
27. The campus staff are caring and helpful.	6.31	6.03 / 1.04	0.28	6.15	5.58 / 1.34	0.57	0.45 ***
28. It is an enjoyable experience to be a student on this campus.	6.33	5.91 / 1.33	0.42	6.22	5.60 / 1.44	0.62	0.31 **
36. Students are made to feel welcome on this campus.	6.38	6.16 / 1.09	0.22	6.24	5.70 / 1.36	0.54	0.46 ***
57. Administrators are approachable to students.	6.28	5.94 / 1.28	0.34	6.12	5.43 / 1.48	0.69	0.51 ***

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

National Group Means are based on 185186 records.

**Institutional Summary**  
**Items: In Sequential Order**

Item	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.	5.68	5.52 / 1.32	0.16	5.62	5.38 / 1.39	0.24	0.14
2. Faculty care about me as an individual.	6.20	5.72 / 1.34	0.48	6.07	5.45 / 1.44	0.62	0.27 **
3. The quality of instruction in the vocational/technical programs is excellent.	6.25	5.69 / 1.29	0.56	6.15	5.47 / 1.37	0.68	0.22
4. Security staff are helpful.	6.07	5.98 / 1.15	0.09	5.69	5.19 / 1.56	0.50	0.79 ***
5. The personnel involved in registration are helpful.	6.42	5.92 / 1.42	0.50	6.25	5.41 / 1.59	0.84	0.51 ***
6. My academic advisor is approachable.	6.48	6.09 / 1.29	0.39	6.30	5.49 / 1.65	0.81	0.60 ***
7. Adequate financial aid is available for most students.	6.46	5.65 / 1.60	0.81	6.31	5.37 / 1.67	0.94	0.28 *
8. Classes are scheduled at times that are convenient for me.	6.54	5.80 / 1.42	0.74	6.47	5.52 / 1.51	0.95	0.28 **
9. Internships or practical experiences are provided in my degree/certificate program.	6.21	5.45 / 1.50	0.76	6.00	5.09 / 1.62	0.91	0.36 **
10. Child care facilities are available on campus.	4.63	3.70 / 2.43	0.93	4.54	4.44 / 1.75	0.10	-0.74 ***
11. Security staff respond quickly in emergencies.	6.30	5.92 / 1.23	0.38	6.03	5.16 / 1.48	0.87	0.76 ***
12. My academic advisor helps me set goals to work toward.	6.39	5.72 / 1.50	0.67	6.10	5.13 / 1.76	0.97	0.59 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.39	5.78 / 1.37	0.61	6.19	5.11 / 1.71	1.08	0.67 ***
14. Library resources and services are adequate.	6.36	6.31 / 0.98	0.05	6.19	5.75 / 1.33	0.44	0.56 ***
15. I am able to register for classes I need with few conflicts.	6.57	6.02 / 1.28	0.55	6.42	5.47 / 1.56	0.95	0.55 ***
16. The college shows concern for students as individuals.	6.34	5.67 / 1.37	0.67	6.17	5.21 / 1.58	0.96	0.46 ***

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

National Group Means are based on 185186 records.

## Institutional Summary

### Items: In Sequential Order

Item	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.	5.64	6.04 / 1.14	-0.40	5.03	4.82 / 1.46	0.21	1.22 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.57	5.64 / 1.28	0.93	6.48	5.63 / 1.36	0.85	0.01
19. This campus provides effective support services for displaced homemakers.	5.55	5.86 / 1.07	-0.31	5.30	4.90 / 1.45	0.40	0.96 ***
20. Financial aid counselors are helpful.	6.45	6.02 / 1.40	0.43	6.19	5.18 / 1.71	1.01	0.84 ***
21. There are a sufficient number of study areas on campus.	6.31	6.21 / 1.03	0.10	6.09	5.59 / 1.48	0.50	0.62 ***
22. People on this campus respect and are supportive of each other.	6.16	5.72 / 1.30	0.44	6.07	5.44 / 1.40	0.63	0.28 **
23. Faculty are understanding of students' unique life circumstances.	6.36	5.51 / 1.46	0.85	6.22	5.35 / 1.54	0.87	0.16
24. Parking lots are well-lighted and secure.	6.33	5.80 / 1.34	0.53	6.16	5.33 / 1.60	0.83	0.47 ***
25. My academic advisor is concerned about my success as an individual.	6.37	5.86 / 1.33	0.51	6.20	5.17 / 1.74	1.03	0.69 ***
26. Library staff are helpful and approachable.	6.24	6.23 / 1.08	0.01	6.04	5.70 / 1.37	0.34	0.53 ***
27. The campus staff are caring and helpful.	6.31	6.03 / 1.04	0.28	6.15	5.58 / 1.34	0.57	0.45 ***
28. It is an enjoyable experience to be a student on this campus.	6.33	5.91 / 1.33	0.42	6.22	5.60 / 1.44	0.62	0.31 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.90 / 1.22	0.55	6.32	5.50 / 1.50	0.82	0.40 ***
30. The career services office provides students with the help they need to get a job.	6.23	5.99 / 1.20	0.24	6.00	5.10 / 1.52	0.90	0.89 ***
31. The campus is safe and secure for all students.	6.60	6.28 / 0.96	0.32	6.38	5.75 / 1.31	0.63	0.53 ***

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

National Group Means are based on 185186 records.

**Institutional Summary**  
**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.	6.58	5.86 / 1.34	0.72	6.38	5.48 / 1.66	0.90	0.38 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.23	5.89 / 1.22	0.34	5.90	5.28 / 1.47	0.62	0.61 ***
34. Computer labs are adequate and accessible.	6.38	6.21 / 1.04	0.17	6.25	5.73 / 1.41	0.52	0.48 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.43	6.08 / 1.08	0.35	6.25	5.51 / 1.46	0.74	0.57 ***
36. Students are made to feel welcome on this campus.	6.38	6.16 / 1.09	0.22	6.24	5.70 / 1.36	0.54	0.46 ***
37. Faculty take into consideration student differences as they teach a course.	6.28	5.48 / 1.38	0.80	6.14	5.32 / 1.49	0.82	0.16
38. The student center is a comfortable place for students to spend their leisure time.	5.99	5.82 / 1.28	0.17	5.79	5.40 / 1.47	0.39	0.42 ***
39. The amount of student parking space on campus is adequate.	6.34	5.70 / 1.53	0.64	6.21	4.69 / 1.97	1.52	1.01 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.38	5.87 / 1.41	0.51	6.24	5.24 / 1.68	1.00	0.63 ***
41. Admissions staff are knowledgeable.	6.37	6.05 / 1.04	0.32	6.25	5.50 / 1.46	0.75	0.55 ***
42. The equipment in the lab facilities is kept up to date.	6.40	5.95 / 1.20	0.45	6.20	5.56 / 1.43	0.64	0.39 ***
43. Class change (drop/add) policies are reasonable.	6.34	6.11 / 1.21	0.23	6.18	5.59 / 1.46	0.59	0.52 ***
44. I generally know what's happening on campus.	6.03	5.99 / 1.22	0.04	5.63	5.16 / 1.55	0.47	0.83 ***
45. This institution has a good reputation within the community.	6.22	6.01 / 1.30	0.21	6.12	5.72 / 1.37	0.40	0.29 **
46. Faculty provide timely feedback about student progress in a course.	6.48	5.72 / 1.41	0.76	6.28	5.37 / 1.51	0.91	0.35 **

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

National Group Means are based on 185186 records.

**Institutional Summary**  
**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.	6.35	5.78 / 1.39	0.57	6.13	5.31 / 1.52	0.82	0.47 ***
48. Counseling staff care about students as individuals.	6.40	5.97 / 1.37	0.43	6.14	5.34 / 1.55	0.80	0.63 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.30	5.94 / 1.27	0.36	6.07	5.31 / 1.49	0.76	0.63 ***
50. Tutoring services are readily available.	6.37	6.24 / 1.07	0.13	6.11	5.60 / 1.45	0.51	0.64 ***
51. There are convenient ways of paying my school bill.	6.44	5.99 / 1.24	0.45	6.24	5.62 / 1.46	0.62	0.37 **
52. This school does whatever it can to help me reach my educational goals.	6.42	5.80 / 1.27	0.62	6.29	5.35 / 1.52	0.94	0.45 ***
53. The assessment and course placement procedures are reasonable.	6.25	5.84 / 1.33	0.41	6.12	5.47 / 1.43	0.65	0.37 ***
54. Faculty are interested in my academic problems.	6.22	5.80 / 1.28	0.42	6.11	5.29 / 1.52	0.82	0.51 ***
55. Academic support services adequately meet the needs of students.	6.24	6.02 / 1.19	0.22	6.12	5.41 / 1.41	0.71	0.61 ***
56. The business office is open during hours which are convenient for most students.	6.21	6.02 / 1.17	0.19	6.11	5.52 / 1.43	0.59	0.50 ***
57. Administrators are approachable to students.	6.28	5.94 / 1.28	0.34	6.12	5.43 / 1.48	0.69	0.51 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.57	6.10 / 1.10	0.47	6.40	5.78 / 1.32	0.62	0.32 **
59. New student orientation services help students adjust to college.	6.05	5.45 / 1.75	0.60	5.91	5.38 / 1.51	0.53	0.07
60. Billing policies are reasonable.	6.36	6.01 / 1.22	0.35	6.16	5.48 / 1.46	0.68	0.53 ***
61. Faculty are usually available after class and during office hours.	6.44	6.09 / 1.17	0.35	6.27	5.72 / 1.36	0.55	0.37 ***

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

National Group Means are based on 185186 records.

## Institutional Summary

### 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.	6.08	5.79 / 1.35	0.29	6.11	5.67 / 1.46	0.44	0.12
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.75 / 1.40	0.52	6.13	5.16 / 1.69	0.97	0.59 ***
64. Nearly all classes deal with practical experiences and applications.	6.24	5.70 / 1.36	0.54	6.16	5.51 / 1.39	0.65	0.19
65. Students are notified early in the term if they are doing poorly in a class.	6.26	5.14 / 1.84	1.12	6.22	5.02 / 1.74	1.20	0.12
66. Program requirements are clear and reasonable.	6.43	6.08 / 1.32	0.35	6.35	5.63 / 1.40	0.72	0.45 ***
67. Channels for expressing student complaints are readily available.	6.16	5.41 / 1.68	0.75	6.01	5.00 / 1.68	1.01	0.41 **
68. On the whole, the campus is well-maintained.	6.41	6.36 / 0.95	0.05	6.25	5.91 / 1.28	0.34	0.45 ***
69. There is a good variety of courses provided on this campus.	6.48	6.18 / 1.09	0.30	6.36	5.71 / 1.40	0.65	0.47 ***
70. I am able to experience intellectual growth here.	6.53	6.18 / 1.11	0.35	6.41	5.84 / 1.32	0.57	0.34 ***
71. Campus item: I found the pre-semester orientation session to be informative and valuable.	5.78	5.41 / 1.66	0.37				
72. Campus item: I found the forms in the Office of Admissions and Records easy to understand and complete.	6.29	6.06 / 1.12	0.23				
73. Campus item: I have the opportunity to participate in extra-curricular activities on campus (i.e., college performances, intramurals).	5.78	5.73 / 1.51	0.05				
74. Campus item: I was prepared for college-level work when I first enrolled at the College.	6.31	5.71 / 1.49	0.60				
75. Campus item: I found the FYE course to be informative and valuable.	5.05	4.48 / 2.29	0.57				

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National Group Means are based on 185186 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 SVCC Fitness Center.	5.89	5.39 / 1.78	0.50				
77. Campus item: I have used the university transfer information (online or in the counseling office) and found it accurate and accessible.	6.27	5.88 / 1.42	0.39				
78. Campus item: I find the customer service on campus to be exceptional.	6.17	5.96 / 1.25	0.21				
79. Campus item: I am aware of leadership opportunities afforded to me through student clubs/organizations such as student government, PTK, etc	5.75	5.63 / 1.54	0.12				
80. Campus item: I have sought academic assistance through the Learning Assistance Center (LAC) and found it helpful.	6.46	6.24 / 1.27	0.22				
81. Institution's commitment to part-time students?		5.99 / 1.12			5.69 / 1.36		0.30 **
82. Institution's commitment to evening students?		6.03 / 1.05			5.57 / 1.45		0.46 ***
83. Institution's commitment to older, returning learners?		6.07 / 1.06			5.67 / 1.42		0.40 **
84. Institution's commitment to under-represented populations?		6.08 / 1.03			5.51 / 1.41		0.57 ***
85. Institution's commitment to commuters?		5.91 / 1.38			5.49 / 1.48		0.42 ***
86. Institution's commitment to students with disabilities?		6.08 / 1.40			5.65 / 1.41		0.43 **
87. Cost as factor in decision to enroll.	6.38			6.34			
88. Financial aid as factor in decision to enroll.	6.30			6.09			
89. Academic reputation as factor in decision to enroll.	5.81			5.91			
90. Size of institution as factor in decision to enroll.	5.18			5.21			

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

National Group Means are based on 185186 records.

**Institutional Summary**  
**Items: In Sequential Order**

Item	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.	3.57			3.52			
92. Recommendations from family/friends as factor in decision to enroll.	5.02			4.95			
93. Geographic setting as factor in decision to enroll.	5.79			5.56			
94. Campus appearance as factor in decision to enroll.	5.23			5.24			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.35			5.44			

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

## 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? 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: 5.04 1% 1% 5% 32% 24% 15% 19%	Average: 4.86 1% 1% 6% 34% 25% 13% 16%	0.18
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: 5.80 0% 2% 3% 5% 13% 48% 26%	Average: 5.51 1% 2% 5% 10% 16% 40% 22%	0.29
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 3% 3% 1% 3% 10% 33% 44%	Average: 5.74 2% 4% 3% 8% 10% 30% 40%	0.19