

Demographics

Gender		N	%	Class Level		N	%
Female		124	74.70%	1 year or less		63	33.51%
Male		42	25.30%	2 years		87	46.28%
Total		166	100.00%	3 years		20	10.64%
No Response		39		4 or more years		18	9.57%
				Total		188	100.00%
				No Response		17	

Age		N	%	Current GPA		N	%
18 and under		40	22.99%	No credits earned		17	8.76%
19 to 24		80	45.98%	1.99 or below		2	1.03%
25 to 34		26	14.94%	2.0 - 2.49		19	9.79%
35 to 44		16	9.20%	2.5 - 2.99		39	20.10%
45 and over		12	6.90%	3.0 - 3.49		58	29.90%
Total		174	100.00%	3.5 or above		59	30.41%
No Response		31		Total		194	100.00%
				No Response		11	

Ethnicity/Race		N	%	Educational Goal		N	%
African-American		5	2.62%	Associate degree		110	56.70%
American Indian or Alaskan Native		0	0.00%	Vocational/technical program		1	0.52%
Asian or Pacific Islander		4	2.09%	Transfer to another institution		73	37.63%
Caucasian/White		149	78.01%	Certification (initial / renewal)		4	2.06%
Hispanic		25	13.09%	Self-improvement/pleasure		2	1.03%
Other race		2	1.05%	Job-related training		0	0.00%
Race - Prefer not to respond		6	3.14%	Other educational goal		4	2.06%
Total		191	100.00%	Total		194	100.00%
No Response		14		No Response		11	

Current Enrollment Status		N	%	Employment		N	%
Day		156	82.54%	Full-time off campus		45	23.08%
Evening		30	15.87%	Part-time off campus		100	51.28%
Weekend		3	1.59%	Full-time on campus		5	2.56%
Total		189	100.00%	Part-time on campus		20	10.26%
No Response		16		Not employed		25	12.82%
				Total		195	100.00%
				No Response		10	

Current Class Load		N	%
Full-time		124	71.68%
Part-time		49	28.32%
Total		173	100.00%
No Response		32	

Demographics

Current Residence			What is the highest degree attained by either parent?		
	N	%		N	%
Residence hall	1	0.51%	No degree	16	8.04%
Own house	43	21.72%	High School/GED	87	43.72%
Rent room or apt off campus	37	18.69%	Associate's (2-year degree)	45	22.61%
Parent's home	108	54.55%	Bachelor's (4-year degree)	33	16.58%
Other residence	9	4.55%	Master's degree or higher	18	9.05%
Total	198	100.00%	Campus item - Answer 6	0	0.00%
No Response	7		Total	199	100.00%
			No Response	6	
Residence Classification			Institution Question 2		
	N	%		N	%
In-state	179	97.81%	Campus item 2 - Answer 1	0	0%
Out-of-state	3	1.64%	Campus item 2 - Answer 2	0	0%
International (not U.S. citizen)	1	0.55%	Campus item 2 - Answer 3	0	0%
Total	183	100.00%	Campus item 2 - Answer 4	0	0%
No Response	22		Campus item 2 - Answer 5	0	0%
			Campus item 2 - Answer 6	0	0%
			Total	0	100.00%
			No Response	205	
Disabilities			Group Code		
	N	%		N	%
Yes - Disability	12	7.10%	0004: Accounting (AAS)	4	2.00%
No - Disability	157	92.90%	0005: Accounting (AS)	2	1.00%
Total	169	100.00%	0006: Agribusiness	1	0.50%
No Response	36		0007: Agriculture	2	1.00%
			0008: Art (AA)	7	3.50%
			0009: Art (AFA)	3	1.50%
			0011: Associate Degree Nursing	13	6.50%
			0012: Associate in Liberal Studies	2	1.00%
			0014: Biology	10	5.00%
			0015: Business	16	8.00%
			0016: Chemistry	3	1.50%
			0017: CIS - Computer Science	4	2.00%
			0020: CIS Networking	3	1.50%
			0021: Communication Studies (AA)	2	1.00%
			0025: Criminal Justice	4	2.00%
			0026: Criminal Justice: Law Enforce "	3	1.50%
			0030: Education, Early Childhood (AAS)	2	1.00%
			0031: Education, Elementary	5	2.50%
			0032: Education, Secondary (AA)	2	1.00%
Institution Was My					
	N	%			
1st choice	149	78.84%			
2nd choice	29	15.34%			
3rd choice or lower	11	5.82%			
Total	189	100.00%			
No Response	16				

Demographics

0033: Education, Secondary (AS)	2	1.00%
0034: Education, Special	1	0.50%
0035: Electronic Engineering Tech	1	0.50%
0038: Engineering Science	9	4.50%
0039: English	2	1.00%
0046: Early Childhood Education	3	1.50%
0047: Liberal Arts	4	2.00%
0048: Management (AAS)	2	1.00%
0050: Marketing (AAS)	3	1.50%
0052: Mechanical Engineering Tech	1	0.50%
0053: Multicraft Technology	1	0.50%
0054: Music	1	0.50%
0055: Not listed	9	4.50%
0056: Nursing	28	14.00%
0057: Occupational/Physical Therapy	2	1.00%
0058: Office & Admin Serv: Legal	1	0.50%
0060: Office & Admin Serv:Admin Asst	3	1.50%
0064: Political Science (AA)	1	0.50%
0066: Pre-Professional	3	1.50%
0067: Psychology (AA)	10	5.00%
0068: Psychology (AS)	3	1.50%
0069: Radiologic Technology	9	4.50%
0070: CIS: Server Specialist	1	0.50%
0071: Social Work	6	3.00%
0072: Sociology (AA)	1	0.50%
0077: Theatre	1	0.50%
1069: Welding	1	0.50%
1070: Certified Nursing Assistant	3	1.50%
Total	200	100.00%
No Response	5	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 31. The campus is safe and secure for all students.
- 70. I am able to experience intellectual growth here.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 6. My academic advisor is approachable.
- 14. Library resources and services are adequate.
- 50. Tutoring services are readily available.
- 68. On the whole, the campus is well-maintained.
- 69. There is a good variety of courses provided on this campus.
- 34. Computer labs are adequate and accessible.
- 77. Campus item: I am aware of my assigned academic advisor and know how to access her/him.
- 80. Campus item: I have sought academic assistance through the Learning Commons (LC) and found it helpful.
- 36. Students are made to feel welcome on this campus.
- 42. The equipment in the lab facilities is kept up to date.
- 41. Admissions staff are knowledgeable.
- 26. Library staff are helpful and approachable.
- 21. There are a sufficient number of study areas on campus.
- 72. Campus item: I found it easy to check in and meet with staff in the Student Services Center.

Challenges

- 11. Security staff respond quickly in emergencies.
- 15. I am able to register for classes I need with few conflicts.
- 52. This school does whatever it can to help me reach my educational goals.
- 7. Adequate financial aid is available for most students.
- 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.
- 46. Faculty provide timely feedback about student progress in a course.
- 3. The quality of instruction in the vocational/technical programs is excellent.
- 47. There are adequate services to help me decide upon a career.
- 8. Classes are scheduled at times that are convenient for me.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Community Colleges

- 31. The campus is safe and secure for all students.
- 70. I am able to experience intellectual growth here.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 6. My academic advisor is approachable.
- 14. Library resources and services are adequate.
- 32. My academic advisor is knowledgeable about my program requirements.
- 50. Tutoring services are readily available.
- 11. Security staff respond quickly in emergencies.
- 15. I am able to register for classes I need with few conflicts.
- 61. Faculty are usually available after class and during office hours.
- 68. On the whole, the campus is well-maintained.
- 69. There is a good variety of courses provided on this campus.
- 52. This school does whatever it can to help me reach my educational goals.
- 7. Adequate financial aid is available for most students.
- 66. Program requirements are clear and reasonable.
- 34. Computer labs are adequate and accessible.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 20. Financial aid counselors are helpful.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 46. Faculty provide timely feedback about student progress in a course.
- 48. Counseling staff care about students as individuals.
- 28. It is an enjoyable experience to be a student on this campus.
- 36. Students are made to feel welcome on this campus.
- 42. The equipment in the lab facilities is kept up to date.
- 41. Admissions staff are knowledgeable.
- 26. Library staff are helpful and approachable.
- 21. There are a sufficient number of study areas on campus.
- 5. The personnel involved in registration are helpful.
- 22. People on this campus respect and are supportive of each other.
- 47. There are adequate services to help me decide upon a career.
- 24. Parking lots are well-lighted and secure.
- 27. The campus staff are caring and helpful.
- 60. Billing policies are reasonable.

Higher Importance vs. National Community Colleges

Strategic Planning Overview

- 31. The campus is safe and secure for all students.
- 70. I am able to experience intellectual growth here.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 6. My academic advisor is approachable.
- 14. Library resources and services are adequate.
- 32. My academic advisor is knowledgeable about my program requirements.
- 50. Tutoring services are readily available.
- 11. Security staff respond quickly in emergencies.
- 61. Faculty are usually available after class and during office hours.
- 68. On the whole, the campus is well-maintained.
- 52. This school does whatever it can to help me reach my educational goals.
- 7. Adequate financial aid is available for most students.
- 34. Computer labs are adequate and accessible.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 20. Financial aid counselors are helpful.
- 48. Counseling staff care about students as individuals.
- 28. It is an enjoyable experience to be a student on this campus.
- 36. Students are made to feel welcome on this campus.
- 42. The equipment in the lab facilities is kept up to date.
- 26. Library staff are helpful and approachable.
- 21. There are a sufficient number of study areas on campus.
- 3. The quality of instruction in the vocational/technical programs is excellent.
- 22. People on this campus respect and are supportive of each other.
- 47. There are adequate services to help me decide upon a career.
- 24. Parking lots are well-lighted and secure.
- 27. The campus staff are caring and helpful.
- 60. Billing policies are reasonable.

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	6.46	5.99 / 1.13	0.47	6.27	5.46 / 1.37	0.81	0.53 ***
Academic Services	6.46	6.25 / 0.80	0.21	6.18	5.74 / 1.07	0.44	0.51 ***
Instructional Effectiveness	6.40	5.82 / 1.00	0.58	6.29	5.60 / 1.13	0.69	0.22 **
Admissions and Financial Aid	6.39	5.93 / 1.15	0.46	6.20	5.42 / 1.28	0.78	0.51 ***
Safety and Security	6.38	6.01 / 0.88	0.37	6.18	5.41 / 1.21	0.77	0.60 ***
Registration Effectiveness	6.36	5.92 / 1.03	0.44	6.27	5.63 / 1.07	0.64	0.29 ***
Concern for the Individual	6.30	5.80 / 1.16	0.50	6.21	5.46 / 1.27	0.75	0.34 ***
Student Centeredness	6.30	5.92 / 1.05	0.38	6.13	5.58 / 1.19	0.55	0.34 ***
Service Excellence	6.29	5.97 / 0.98	0.32	6.10	5.52 / 1.13	0.58	0.45 ***
Campus Climate	6.27	5.90 / 0.98	0.37	6.12	5.53 / 1.13	0.59	0.37 ***
Campus Support Services	5.99	5.55 / 1.18	0.44	5.72	5.26 / 1.27	0.46	0.29 **
Responsiveness to Diverse Populations		6.09 / 1.25			5.69 / 1.28		0.40 ***

* 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 162081 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	6.38 / 0.89	0.26	6.42	5.84 / 1.29	0.58	0.54 ***
70. I am able to experience intellectual growth here.	6.61	6.28 / 1.05	0.33	6.43	5.92 / 1.30	0.51	0.36 ***
6. My academic advisor is approachable.	6.60	6.29 / 1.22	0.31	6.33	5.63 / 1.61	0.70	0.66 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.60	6.20 / 1.08	0.40	6.41	5.83 / 1.32	0.58	0.37 ***
14. Library resources and services are adequate.	6.58	6.37 / 1.02	0.21	6.21	5.86 / 1.30	0.35	0.51 ***
32. My academic advisor is knowledgeable about my program requirements.	6.58	6.11 / 1.28	0.47	6.40	5.59 / 1.63	0.81	0.52 ***
50. Tutoring services are readily available.	6.58	6.38 / 0.99	0.20	6.18	5.72 / 1.42	0.46	0.66 ***
11. Security staff respond quickly in emergencies.	6.56	6.00 / 1.32	0.56	6.16	5.37 / 1.48	0.79	0.63 ***
15. I am able to register for classes I need with few conflicts.	6.52	5.92 / 1.38	0.60	6.42	5.61 / 1.50	0.81	0.31 **
61. Faculty are usually available after class and during office hours.	6.51	6.05 / 1.19	0.46	6.29	5.79 / 1.35	0.50	0.26 **
68. On the whole, the campus is well-maintained.	6.51	6.43 / 0.86	0.08	6.28	5.96 / 1.27	0.32	0.47 ***
69. There is a good variety of courses provided on this campus.	6.51	6.13 / 1.19	0.38	6.37	5.83 / 1.36	0.54	0.30 **
7. Adequate financial aid is available for most students.	6.49	5.67 / 1.69	0.82	6.30	5.42 / 1.66	0.88	0.25 *
52. This school does whatever it can to help me reach my educational goals.	6.49	5.78 / 1.48	0.71	6.31	5.46 / 1.50	0.85	0.32 **
66. Program requirements are clear and reasonable.	6.48	6.03 / 1.14	0.45	6.37	5.71 / 1.39	0.66	0.32 **
34. Computer labs are adequate and accessible.	6.47	6.34 / 1.02	0.13	6.26	5.85 / 1.35	0.41	0.49 ***

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

National Group Means are based on 162081 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	
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.47	5.98 / 1.42	0.49	6.28	5.39 / 1.66	0.89	0.59 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.46	5.52 / 1.35	0.94	6.48	5.66 / 1.38	0.82	-0.14
20. Financial aid counselors are helpful.	6.46	6.01 / 1.38	0.45	6.22	5.32 / 1.68	0.90	0.69 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.86 / 1.33	0.59	6.34	5.60 / 1.49	0.74	0.26 *
46. Faculty provide timely feedback about student progress in a course.	6.45	5.72 / 1.42	0.73	6.31	5.48 / 1.50	0.83	0.24 *
48. Counseling staff care about students as individuals.	6.45	6.06 / 1.21	0.39	6.19	5.50 / 1.52	0.69	0.56 ***
77. Campus item: I am aware of my assigned academic advisor and know how to access her/him.	6.45	6.19 / 1.50	0.26				
80. Campus item: I have sought academic assistance through the Learning Commons (LC) and found it helpful.	6.45	6.23 / 1.39	0.22				
28. It is an enjoyable experience to be a student on this campus.	6.44	5.92 / 1.39	0.52	6.23	5.67 / 1.44	0.56	0.25 *
36. Students are made to feel welcome on this campus.	6.44	6.17 / 1.18	0.27	6.27	5.79 / 1.34	0.48	0.38 ***
42. The equipment in the lab facilities is kept up to date.	6.44	6.20 / 1.09	0.24	6.24	5.63 / 1.42	0.61	0.57 ***
41. Admissions staff are knowledgeable.	6.43	6.13 / 1.26	0.30	6.29	5.62 / 1.44	0.67	0.51 ***
26. Library staff are helpful and approachable.	6.41	6.25 / 1.08	0.16	6.09	5.81 / 1.35	0.28	0.44 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.40	5.73 / 1.22	0.67	6.18	5.53 / 1.37	0.65	0.20
5. The personnel involved in registration are helpful.	6.40	5.91 / 1.43	0.49	6.26	5.53 / 1.56	0.73	0.38 ***

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

National Group Means are based on 162081 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	
21. There are a sufficient number of study areas on campus.	6.40	6.22 / 1.15	0.18	6.14	5.73 / 1.43	0.41	0.49 ***
22. People on this campus respect and are supportive of each other.	6.39	5.96 / 1.14	0.43	6.12	5.56 / 1.40	0.56	0.40 ***
47. There are adequate services to help me decide upon a career.	6.39	5.78 / 1.39	0.61	6.18	5.45 / 1.50	0.73	0.33 **
51. There are convenient ways of paying my school bill.	6.39	5.90 / 1.45	0.49	6.28	5.70 / 1.45	0.58	0.20
24. Parking lots are well-lighted and secure.	6.38	6.11 / 1.09	0.27	6.21	5.46 / 1.57	0.75	0.65 ***
27. The campus staff are caring and helpful.	6.38	6.06 / 1.17	0.32	6.20	5.71 / 1.32	0.49	0.35 ***
60. Billing policies are reasonable.	6.38	5.99 / 1.22	0.39	6.20	5.57 / 1.45	0.63	0.42 ***
74. Campus item: I was prepared for college-level work when I first enrolled at the College.	6.37	5.97 / 1.32	0.40				
8. Classes are scheduled at times that are convenient for me.	6.36	5.74 / 1.44	0.62	6.45	5.60 / 1.50	0.85	0.14
53. The assessment and course placement procedures are reasonable.	6.36	5.84 / 1.38	0.52	6.17	5.58 / 1.41	0.59	0.26 *
72. Campus item: I found it easy to check in and meet with staff in the Student Services Center.	6.36	6.20 / 1.21	0.16				
87. Cost as factor in decision to enroll.	6.36			6.36			
23. Faculty are understanding of students' unique life circumstances.	6.35	5.53 / 1.54	0.82	6.26	5.43 / 1.55	0.83	0.10
49. Admissions counselors respond to prospective students' unique needs and requests.	6.35	6.04 / 1.34	0.31	6.13	5.46 / 1.48	0.67	0.58 ***
55. Academic support services adequately meet the needs of students.	6.35	5.99 / 1.27	0.36	6.17	5.54 / 1.41	0.63	0.45 ***

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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.	6.35	5.68 / 1.40	0.67	6.24	5.18 / 1.73	1.06	0.50 ***
30. The career services office provides students with the help they need to get a job.	6.34	5.94 / 1.41	0.40	6.07	5.31 / 1.50	0.76	0.63 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.34	5.88 / 1.39	0.46	6.28	5.62 / 1.44	0.66	0.26 *
12. My academic advisor helps me set goals to work toward.	6.33	5.80 / 1.50	0.53	6.15	5.29 / 1.74	0.86	0.51 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.33	5.70 / 1.48	0.63	6.21	5.24 / 1.68	0.97	0.46 ***
25. My academic advisor is concerned about my success as an individual.	6.32	5.87 / 1.50	0.45	6.24	5.33 / 1.72	0.91	0.54 ***
62. Bookstore staff are helpful.	6.31	6.01 / 1.51	0.30	6.13	5.78 / 1.42	0.35	0.23 *
37. Faculty take into consideration student differences as they teach a course.	6.30	5.43 / 1.45	0.87	6.18	5.39 / 1.51	0.79	0.04
57. Administrators are approachable to students.	6.30	6.08 / 1.08	0.22	6.17	5.55 / 1.47	0.62	0.53 ***
78. Campus item: I find the customer service on campus to be exceptional.	6.30	6.02 / 1.25	0.28				
45. This institution has a good reputation within the community.	6.28	6.14 / 1.30	0.14	6.15	5.78 / 1.36	0.37	0.36 ***
56. The business office is open during hours which are convenient for most students.	6.28	5.95 / 1.42	0.33	6.15	5.61 / 1.41	0.54	0.34 **
64. Nearly all classes deal with practical experiences and applications.	6.27	5.71 / 1.31	0.56	6.19	5.58 / 1.39	0.61	0.13
16. The college shows concern for students as individuals.	6.26	5.61 / 1.46	0.65	6.20	5.33 / 1.57	0.87	0.28 *

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

National Group Means are based on 162081 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	
43. Class change (drop/add) policies are reasonable.	6.25	6.01 / 1.32	0.24	6.22	5.69 / 1.44	0.53	0.32 **
54. Faculty are interested in my academic problems.	6.25	5.68 / 1.49	0.57	6.16	5.40 / 1.52	0.76	0.28 *
63. I seldom get the "run-around" when seeking information on this campus.	6.25	5.99 / 1.41	0.26	6.13	5.29 / 1.65	0.84	0.70 ***
4. Security staff are helpful.	6.24	5.97 / 1.35	0.27	5.87	5.39 / 1.53	0.48	0.58 ***
88. Financial aid as factor in decision to enroll.	6.24			6.11			
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.22	6.01 / 1.25	0.21	6.00	5.43 / 1.47	0.57	0.58 ***
67. Channels for expressing student complaints are readily available.	6.22	5.50 / 1.74	0.72	6.07	5.13 / 1.69	0.94	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.	6.21	6.26 / 1.16	-0.05				
39. The amount of student parking space on campus is adequate.	6.13	5.57 / 1.71	0.56	6.23	4.97 / 1.90	1.26	0.60 ***
73. Campus item: I have the opportunity to participate in extra-curricular activities and events (e.g., Sauk Fest, comedians, etc.).	6.13	6.36 / 1.03	-0.23				
17. Personnel in the Veterans' Services program are helpful.	6.10	5.66 / 1.51	0.44	5.34	5.06 / 1.50	0.28	0.60 **
38. The student center is a comfortable place for students to spend their leisure time.	6.10	5.93 / 1.24	0.17	5.89	5.56 / 1.44	0.33	0.37 **
9. Internships or practical experiences are provided in my degree/certificate program.	6.09	5.32 / 1.64	0.77	6.04	5.19 / 1.63	0.85	0.13
2. Faculty care about me as an individual.	6.04	5.63 / 1.33	0.41	6.10	5.52 / 1.44	0.58	0.11

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

National Group Means are based on 162081 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	
19. This campus provides effective support services for displaced homemakers.	6.04	5.60 / 1.58	0.44	5.48	5.07 / 1.48	0.41	0.53 **
76. Campus item: I am aware of the wellness and physical fitness opportunities in the Sauk YMCA.	6.04	6.07 / 1.46	-0.03				
1. Most students feel a sense of belonging here.	6.01	5.68 / 1.31	0.33	5.70	5.46 / 1.39	0.24	0.22 *
59. New student orientation services help students adjust to college.	5.99	5.68 / 1.55	0.31	5.99	5.48 / 1.52	0.51	0.20
71. Campus item: I found the pre-semester orientation session to be informative and valuable.	5.96	5.42 / 1.91	0.54				
44. I generally know what's happening on campus.	5.94	5.91 / 1.29	0.03	5.73	5.26 / 1.57	0.47	0.65 ***
89. Academic reputation as factor in decision to enroll.	5.94			5.96			
93. Geographic setting as factor in decision to enroll.	5.78			5.60			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.59			5.50			
75. Campus item: I found the FYE course to be informative and valuable.	5.36	4.92 / 2.16	0.44				
92. Recommendations from family/friends as factor in decision to enroll.	5.28			5.05			
90. Size of institution as factor in decision to enroll.	5.22			5.23			
94. Campus appearance as factor in decision to enroll.	5.11			5.31			
10. Child care facilities are available on campus.	4.67	3.51 / 2.35	1.16	4.70	4.48 / 1.83	0.22	-0.97 ***
91. Opportunity to play sports as factor in decision to enroll.	4.06			3.68			

* 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 162081 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	
81. Institution's commitment to part-time students?		5.91 / 1.47			5.76 / 1.37		0.15
82. Institution's commitment to evening students?		5.86 / 1.48			5.64 / 1.45		0.22
83. Institution's commitment to older, returning learners?		6.21 / 1.24			5.73 / 1.43		0.48 ***
84. Institution's commitment to under-represented populations?		6.27 / 1.10			5.63 / 1.41		0.64 ***
85. Institution's commitment to commuters?		6.03 / 1.41			5.62 / 1.45		0.41 ***
86. Institution's commitment to students with disabilities?		6.33 / 1.12			5.76 / 1.40		0.57 ***

* 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 162081 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	6.46	5.99 / 1.13	0.47	6.27	5.46 / 1.37	0.81	0.53 ***
6. My academic advisor is approachable.	6.60	6.29 / 1.22	0.31	6.33	5.63 / 1.61	0.70	0.66 ***
12. My academic advisor helps me set goals to work toward.	6.33	5.80 / 1.50	0.53	6.15	5.29 / 1.74	0.86	0.51 ***
25. My academic advisor is concerned about my success as an individual.	6.32	5.87 / 1.50	0.45	6.24	5.33 / 1.72	0.91	0.54 ***
32. My academic advisor is knowledgeable about my program requirements.	6.58	6.11 / 1.28	0.47	6.40	5.59 / 1.63	0.81	0.52 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.47	5.98 / 1.42	0.49	6.28	5.39 / 1.66	0.89	0.59 ***
48. Counseling staff care about students as individuals.	6.45	6.06 / 1.21	0.39	6.19	5.50 / 1.52	0.69	0.56 ***
52. This school does whatever it can to help me reach my educational goals.	6.49	5.78 / 1.48	0.71	6.31	5.46 / 1.50	0.85	0.32 **

* 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 162081 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	6.46	6.25 / 0.80	0.21	6.18	5.74 / 1.07	0.44	0.51 ***
14. Library resources and services are adequate.	6.58	6.37 / 1.02	0.21	6.21	5.86 / 1.30	0.35	0.51 ***
21. There are a sufficient number of study areas on campus.	6.40	6.22 / 1.15	0.18	6.14	5.73 / 1.43	0.41	0.49 ***
26. Library staff are helpful and approachable.	6.41	6.25 / 1.08	0.16	6.09	5.81 / 1.35	0.28	0.44 ***
34. Computer labs are adequate and accessible.	6.47	6.34 / 1.02	0.13	6.26	5.85 / 1.35	0.41	0.49 ***
42. The equipment in the lab facilities is kept up to date.	6.44	6.20 / 1.09	0.24	6.24	5.63 / 1.42	0.61	0.57 ***
50. Tutoring services are readily available.	6.58	6.38 / 0.99	0.20	6.18	5.72 / 1.42	0.46	0.66 ***
55. Academic support services adequately meet the needs of students.	6.35	5.99 / 1.27	0.36	6.17	5.54 / 1.41	0.63	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 162081 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	6.39	5.93 / 1.15	0.46	6.20	5.42 / 1.28	0.78	0.51 ***
7. Adequate financial aid is available for most students.	6.49	5.67 / 1.69	0.82	6.30	5.42 / 1.66	0.88	0.25 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.33	5.70 / 1.48	0.63	6.21	5.24 / 1.68	0.97	0.46 ***
20. Financial aid counselors are helpful.	6.46	6.01 / 1.38	0.45	6.22	5.32 / 1.68	0.90	0.69 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.22	6.01 / 1.25	0.21	6.00	5.43 / 1.47	0.57	0.58 ***
41. Admissions staff are knowledgeable.	6.43	6.13 / 1.26	0.30	6.29	5.62 / 1.44	0.67	0.51 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.35	6.04 / 1.34	0.31	6.13	5.46 / 1.48	0.67	0.58 ***

* 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 162081 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	6.27	5.90 / 0.98	0.37	6.12	5.53 / 1.13	0.59	0.37 ***
1. Most students feel a sense of belonging here.	6.01	5.68 / 1.31	0.33	5.70	5.46 / 1.39	0.24	0.22 *
2. Faculty care about me as an individual.	6.04	5.63 / 1.33	0.41	6.10	5.52 / 1.44	0.58	0.11
16. The college shows concern for students as individuals.	6.26	5.61 / 1.46	0.65	6.20	5.33 / 1.57	0.87	0.28 *
22. People on this campus respect and are supportive of each other.	6.39	5.96 / 1.14	0.43	6.12	5.56 / 1.40	0.56	0.40 ***
27. The campus staff are caring and helpful.	6.38	6.06 / 1.17	0.32	6.20	5.71 / 1.32	0.49	0.35 ***
28. It is an enjoyable experience to be a student on this campus.	6.44	5.92 / 1.39	0.52	6.23	5.67 / 1.44	0.56	0.25 *
31. The campus is safe and secure for all students.	6.64	6.38 / 0.89	0.26	6.42	5.84 / 1.29	0.58	0.54 ***
36. Students are made to feel welcome on this campus.	6.44	6.17 / 1.18	0.27	6.27	5.79 / 1.34	0.48	0.38 ***
44. I generally know what's happening on campus.	5.94	5.91 / 1.29	0.03	5.73	5.26 / 1.57	0.47	0.65 ***
45. This institution has a good reputation within the community.	6.28	6.14 / 1.30	0.14	6.15	5.78 / 1.36	0.37	0.36 ***
52. This school does whatever it can to help me reach my educational goals.	6.49	5.78 / 1.48	0.71	6.31	5.46 / 1.50	0.85	0.32 **
57. Administrators are approachable to students.	6.30	6.08 / 1.08	0.22	6.17	5.55 / 1.47	0.62	0.53 ***
59. New student orientation services help students adjust to college.	5.99	5.68 / 1.55	0.31	5.99	5.48 / 1.52	0.51	0.20
63. I seldom get the "run-around" when seeking information on this campus.	6.25	5.99 / 1.41	0.26	6.13	5.29 / 1.65	0.84	0.70 ***
67. Channels for expressing student complaints are readily available.	6.22	5.50 / 1.74	0.72	6.07	5.13 / 1.69	0.94	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 162081 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	5.99	5.55 / 1.18	0.44	5.72	5.26 / 1.27	0.46	0.29 **
10. Child care facilities are available on campus.	4.67	3.51 / 2.35	1.16	4.70	4.48 / 1.83	0.22	-0.97 ***
17. Personnel in the Veterans' Services program are helpful.	6.10	5.66 / 1.51	0.44	5.34	5.06 / 1.50	0.28	0.60 **
19. This campus provides effective support services for displaced homemakers.	6.04	5.60 / 1.58	0.44	5.48	5.07 / 1.48	0.41	0.53 **
30. The career services office provides students with the help they need to get a job.	6.34	5.94 / 1.41	0.40	6.07	5.31 / 1.50	0.76	0.63 ***
38. The student center is a comfortable place for students to spend their leisure time.	6.10	5.93 / 1.24	0.17	5.89	5.56 / 1.44	0.33	0.37 **
47. There are adequate services to help me decide upon a career.	6.39	5.78 / 1.39	0.61	6.18	5.45 / 1.50	0.73	0.33 **
59. New student orientation services help students adjust to college.	5.99	5.68 / 1.55	0.31	5.99	5.48 / 1.52	0.51	0.20

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

National Group Means are based on 162081 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	6.30	5.80 / 1.16	0.50	6.21	5.46 / 1.27	0.75	0.34 ***
2. Faculty care about me as an individual.	6.04	5.63 / 1.33	0.41	6.10	5.52 / 1.44	0.58	0.11
16. The college shows concern for students as individuals.	6.26	5.61 / 1.46	0.65	6.20	5.33 / 1.57	0.87	0.28 *
25. My academic advisor is concerned about my success as an individual.	6.32	5.87 / 1.50	0.45	6.24	5.33 / 1.72	0.91	0.54 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.86 / 1.33	0.59	6.34	5.60 / 1.49	0.74	0.26 *
48. Counseling staff care about students as individuals.	6.45	6.06 / 1.21	0.39	6.19	5.50 / 1.52	0.69	0.56 ***

* 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 162081 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	6.40	5.82 / 1.00	0.58	6.29	5.60 / 1.13	0.69	0.22 **
2. Faculty care about me as an individual.	6.04	5.63 / 1.33	0.41	6.10	5.52 / 1.44	0.58	0.11
18. The quality of instruction I receive in most of my classes is excellent.	6.46	5.52 / 1.35	0.94	6.48	5.66 / 1.38	0.82	-0.14
23. Faculty are understanding of students' unique life circumstances.	6.35	5.53 / 1.54	0.82	6.26	5.43 / 1.55	0.83	0.10
29. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.86 / 1.33	0.59	6.34	5.60 / 1.49	0.74	0.26 *
37. Faculty take into consideration student differences as they teach a course.	6.30	5.43 / 1.45	0.87	6.18	5.39 / 1.51	0.79	0.04
46. Faculty provide timely feedback about student progress in a course.	6.45	5.72 / 1.42	0.73	6.31	5.48 / 1.50	0.83	0.24 *
54. Faculty are interested in my academic problems.	6.25	5.68 / 1.49	0.57	6.16	5.40 / 1.52	0.76	0.28 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.60	6.20 / 1.08	0.40	6.41	5.83 / 1.32	0.58	0.37 ***
61. Faculty are usually available after class and during office hours.	6.51	6.05 / 1.19	0.46	6.29	5.79 / 1.35	0.50	0.26 **
64. Nearly all classes deal with practical experiences and applications.	6.27	5.71 / 1.31	0.56	6.19	5.58 / 1.39	0.61	0.13
65. Students are notified early in the term if they are doing poorly in a class.	6.35	5.68 / 1.40	0.67	6.24	5.18 / 1.73	1.06	0.50 ***
66. Program requirements are clear and reasonable.	6.48	6.03 / 1.14	0.45	6.37	5.71 / 1.39	0.66	0.32 **

* 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 162081 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.	6.51	6.13 / 1.19	0.38	6.37	5.83 / 1.36	0.54	0.30 **
70. I am able to experience intellectual growth here.	6.61	6.28 / 1.05	0.33	6.43	5.92 / 1.30	0.51	0.36 ***

* 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 162081 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	
REGISTRATION EFFECTIVENESS	6.36	5.92 / 1.03	0.44	6.27	5.63 / 1.07	0.64	0.29 ***
5. The personnel involved in registration are helpful.	6.40	5.91 / 1.43	0.49	6.26	5.53 / 1.56	0.73	0.38 ***
8. Classes are scheduled at times that are convenient for me.	6.36	5.74 / 1.44	0.62	6.45	5.60 / 1.50	0.85	0.14
15. I am able to register for classes I need with few conflicts.	6.52	5.92 / 1.38	0.60	6.42	5.61 / 1.50	0.81	0.31 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.34	5.88 / 1.39	0.46	6.28	5.62 / 1.44	0.66	0.26 *
43. Class change (drop/add) policies are reasonable.	6.25	6.01 / 1.32	0.24	6.22	5.69 / 1.44	0.53	0.32 **
51. There are convenient ways of paying my school bill.	6.39	5.90 / 1.45	0.49	6.28	5.70 / 1.45	0.58	0.20
56. The business office is open during hours which are convenient for most students.	6.28	5.95 / 1.42	0.33	6.15	5.61 / 1.41	0.54	0.34 **
60. Billing policies are reasonable.	6.38	5.99 / 1.22	0.39	6.20	5.57 / 1.45	0.63	0.42 ***
62. Bookstore staff are helpful.	6.31	6.01 / 1.51	0.30	6.13	5.78 / 1.42	0.35	0.23 *

* 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 162081 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		6.09 / 1.25			5.69 / 1.28		0.40 ***
81. Institution's commitment to part-time students?		5.91 / 1.47			5.76 / 1.37		0.15
82. Institution's commitment to evening students?		5.86 / 1.48			5.64 / 1.45		0.22
83. Institution's commitment to older, returning learners?		6.21 / 1.24			5.73 / 1.43		0.48 ***
84. Institution's commitment to under-represented populations?		6.27 / 1.10			5.63 / 1.41		0.64 ***
85. Institution's commitment to commuters?		6.03 / 1.41			5.62 / 1.45		0.41 ***
86. Institution's commitment to students with disabilities?		6.33 / 1.12			5.76 / 1.40		0.57 ***

* 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 162081 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	6.38	6.01 / 0.88	0.37	6.18	5.41 / 1.21	0.77	0.60 ***
4. Security staff are helpful.	6.24	5.97 / 1.35	0.27	5.87	5.39 / 1.53	0.48	0.58 ***
11. Security staff respond quickly in emergencies.	6.56	6.00 / 1.32	0.56	6.16	5.37 / 1.48	0.79	0.63 ***
24. Parking lots are well-lighted and secure.	6.38	6.11 / 1.09	0.27	6.21	5.46 / 1.57	0.75	0.65 ***
31. The campus is safe and secure for all students.	6.64	6.38 / 0.89	0.26	6.42	5.84 / 1.29	0.58	0.54 ***
39. The amount of student parking space on campus is adequate.	6.13	5.57 / 1.71	0.56	6.23	4.97 / 1.90	1.26	0.60 ***

* 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 162081 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	6.29	5.97 / 0.98	0.32	6.10	5.52 / 1.13	0.58	0.45 ***
5. The personnel involved in registration are helpful.	6.40	5.91 / 1.43	0.49	6.26	5.53 / 1.56	0.73	0.38 ***
22. People on this campus respect and are supportive of each other.	6.39	5.96 / 1.14	0.43	6.12	5.56 / 1.40	0.56	0.40 ***
26. Library staff are helpful and approachable.	6.41	6.25 / 1.08	0.16	6.09	5.81 / 1.35	0.28	0.44 ***
27. The campus staff are caring and helpful.	6.38	6.06 / 1.17	0.32	6.20	5.71 / 1.32	0.49	0.35 ***
44. I generally know what's happening on campus.	5.94	5.91 / 1.29	0.03	5.73	5.26 / 1.57	0.47	0.65 ***
57. Administrators are approachable to students.	6.30	6.08 / 1.08	0.22	6.17	5.55 / 1.47	0.62	0.53 ***
62. Bookstore staff are helpful.	6.31	6.01 / 1.51	0.30	6.13	5.78 / 1.42	0.35	0.23 *
63. I seldom get the "run-around" when seeking information on this campus.	6.25	5.99 / 1.41	0.26	6.13	5.29 / 1.65	0.84	0.70 ***
67. Channels for expressing student complaints are readily available.	6.22	5.50 / 1.74	0.72	6.07	5.13 / 1.69	0.94	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 162081 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	6.30	5.92 / 1.05	0.38	6.13	5.58 / 1.19	0.55	0.34 ***
1. Most students feel a sense of belonging here.	6.01	5.68 / 1.31	0.33	5.70	5.46 / 1.39	0.24	0.22 *
16. The college shows concern for students as individuals.	6.26	5.61 / 1.46	0.65	6.20	5.33 / 1.57	0.87	0.28 *
27. The campus staff are caring and helpful.	6.38	6.06 / 1.17	0.32	6.20	5.71 / 1.32	0.49	0.35 ***
28. It is an enjoyable experience to be a student on this campus.	6.44	5.92 / 1.39	0.52	6.23	5.67 / 1.44	0.56	0.25 *
36. Students are made to feel welcome on this campus.	6.44	6.17 / 1.18	0.27	6.27	5.79 / 1.34	0.48	0.38 ***
57. Administrators are approachable to students.	6.30	6.08 / 1.08	0.22	6.17	5.55 / 1.47	0.62	0.53 ***

* 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 162081 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.	6.01	5.68 / 1.31	0.33	5.70	5.46 / 1.39	0.24	0.22 *
2. Faculty care about me as an individual.	6.04	5.63 / 1.33	0.41	6.10	5.52 / 1.44	0.58	0.11
3. The quality of instruction in the vocational/technical programs is excellent.	6.40	5.73 / 1.22	0.67	6.18	5.53 / 1.37	0.65	0.20
4. Security staff are helpful.	6.24	5.97 / 1.35	0.27	5.87	5.39 / 1.53	0.48	0.58 ***
5. The personnel involved in registration are helpful.	6.40	5.91 / 1.43	0.49	6.26	5.53 / 1.56	0.73	0.38 ***
6. My academic advisor is approachable.	6.60	6.29 / 1.22	0.31	6.33	5.63 / 1.61	0.70	0.66 ***
7. Adequate financial aid is available for most students.	6.49	5.67 / 1.69	0.82	6.30	5.42 / 1.66	0.88	0.25 *
8. Classes are scheduled at times that are convenient for me.	6.36	5.74 / 1.44	0.62	6.45	5.60 / 1.50	0.85	0.14
9. Internships or practical experiences are provided in my degree/certificate program.	6.09	5.32 / 1.64	0.77	6.04	5.19 / 1.63	0.85	0.13
10. Child care facilities are available on campus.	4.67	3.51 / 2.35	1.16	4.70	4.48 / 1.83	0.22	-0.97 ***
11. Security staff respond quickly in emergencies.	6.56	6.00 / 1.32	0.56	6.16	5.37 / 1.48	0.79	0.63 ***
12. My academic advisor helps me set goals to work toward.	6.33	5.80 / 1.50	0.53	6.15	5.29 / 1.74	0.86	0.51 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.33	5.70 / 1.48	0.63	6.21	5.24 / 1.68	0.97	0.46 ***
14. Library resources and services are adequate.	6.58	6.37 / 1.02	0.21	6.21	5.86 / 1.30	0.35	0.51 ***
15. I am able to register for classes I need with few conflicts.	6.52	5.92 / 1.38	0.60	6.42	5.61 / 1.50	0.81	0.31 **
16. The college shows concern for students as individuals.	6.26	5.61 / 1.46	0.65	6.20	5.33 / 1.57	0.87	0.28 *

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National Group Means are based on 162081 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.	6.10	5.66 / 1.51	0.44	5.34	5.06 / 1.50	0.28	0.60 **
18. The quality of instruction I receive in most of my classes is excellent.	6.46	5.52 / 1.35	0.94	6.48	5.66 / 1.38	0.82	-0.14
19. This campus provides effective support services for displaced homemakers.	6.04	5.60 / 1.58	0.44	5.48	5.07 / 1.48	0.41	0.53 **
20. Financial aid counselors are helpful.	6.46	6.01 / 1.38	0.45	6.22	5.32 / 1.68	0.90	0.69 ***
21. There are a sufficient number of study areas on campus.	6.40	6.22 / 1.15	0.18	6.14	5.73 / 1.43	0.41	0.49 ***
22. People on this campus respect and are supportive of each other.	6.39	5.96 / 1.14	0.43	6.12	5.56 / 1.40	0.56	0.40 ***
23. Faculty are understanding of students' unique life circumstances.	6.35	5.53 / 1.54	0.82	6.26	5.43 / 1.55	0.83	0.10
24. Parking lots are well-lighted and secure.	6.38	6.11 / 1.09	0.27	6.21	5.46 / 1.57	0.75	0.65 ***
25. My academic advisor is concerned about my success as an individual.	6.32	5.87 / 1.50	0.45	6.24	5.33 / 1.72	0.91	0.54 ***
26. Library staff are helpful and approachable.	6.41	6.25 / 1.08	0.16	6.09	5.81 / 1.35	0.28	0.44 ***
27. The campus staff are caring and helpful.	6.38	6.06 / 1.17	0.32	6.20	5.71 / 1.32	0.49	0.35 ***
28. It is an enjoyable experience to be a student on this campus.	6.44	5.92 / 1.39	0.52	6.23	5.67 / 1.44	0.56	0.25 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.86 / 1.33	0.59	6.34	5.60 / 1.49	0.74	0.26 *
30. The career services office provides students with the help they need to get a job.	6.34	5.94 / 1.41	0.40	6.07	5.31 / 1.50	0.76	0.63 ***
31. The campus is safe and secure for all students.	6.64	6.38 / 0.89	0.26	6.42	5.84 / 1.29	0.58	0.54 ***

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National Group Means are based on 162081 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	6.11 / 1.28	0.47	6.40	5.59 / 1.63	0.81	0.52 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.22	6.01 / 1.25	0.21	6.00	5.43 / 1.47	0.57	0.58 ***
34. Computer labs are adequate and accessible.	6.47	6.34 / 1.02	0.13	6.26	5.85 / 1.35	0.41	0.49 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.34	5.88 / 1.39	0.46	6.28	5.62 / 1.44	0.66	0.26 *
36. Students are made to feel welcome on this campus.	6.44	6.17 / 1.18	0.27	6.27	5.79 / 1.34	0.48	0.38 ***
37. Faculty take into consideration student differences as they teach a course.	6.30	5.43 / 1.45	0.87	6.18	5.39 / 1.51	0.79	0.04
38. The student center is a comfortable place for students to spend their leisure time.	6.10	5.93 / 1.24	0.17	5.89	5.56 / 1.44	0.33	0.37 **
39. The amount of student parking space on campus is adequate.	6.13	5.57 / 1.71	0.56	6.23	4.97 / 1.90	1.26	0.60 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.47	5.98 / 1.42	0.49	6.28	5.39 / 1.66	0.89	0.59 ***
41. Admissions staff are knowledgeable.	6.43	6.13 / 1.26	0.30	6.29	5.62 / 1.44	0.67	0.51 ***
42. The equipment in the lab facilities is kept up to date.	6.44	6.20 / 1.09	0.24	6.24	5.63 / 1.42	0.61	0.57 ***
43. Class change (drop/add) policies are reasonable.	6.25	6.01 / 1.32	0.24	6.22	5.69 / 1.44	0.53	0.32 **
44. I generally know what's happening on campus.	5.94	5.91 / 1.29	0.03	5.73	5.26 / 1.57	0.47	0.65 ***
45. This institution has a good reputation within the community.	6.28	6.14 / 1.30	0.14	6.15	5.78 / 1.36	0.37	0.36 ***
46. Faculty provide timely feedback about student progress in a course.	6.45	5.72 / 1.42	0.73	6.31	5.48 / 1.50	0.83	0.24 *

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National Group Means are based on 162081 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.	6.39	5.78 / 1.39	0.61	6.18	5.45 / 1.50	0.73	0.33 **
48. Counseling staff care about students as individuals.	6.45	6.06 / 1.21	0.39	6.19	5.50 / 1.52	0.69	0.56 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.35	6.04 / 1.34	0.31	6.13	5.46 / 1.48	0.67	0.58 ***
50. Tutoring services are readily available.	6.58	6.38 / 0.99	0.20	6.18	5.72 / 1.42	0.46	0.66 ***
51. There are convenient ways of paying my school bill.	6.39	5.90 / 1.45	0.49	6.28	5.70 / 1.45	0.58	0.20
52. This school does whatever it can to help me reach my educational goals.	6.49	5.78 / 1.48	0.71	6.31	5.46 / 1.50	0.85	0.32 **
53. The assessment and course placement procedures are reasonable.	6.36	5.84 / 1.38	0.52	6.17	5.58 / 1.41	0.59	0.26 *
54. Faculty are interested in my academic problems.	6.25	5.68 / 1.49	0.57	6.16	5.40 / 1.52	0.76	0.28 *
55. Academic support services adequately meet the needs of students.	6.35	5.99 / 1.27	0.36	6.17	5.54 / 1.41	0.63	0.45 ***
56. The business office is open during hours which are convenient for most students.	6.28	5.95 / 1.42	0.33	6.15	5.61 / 1.41	0.54	0.34 **
57. Administrators are approachable to students.	6.30	6.08 / 1.08	0.22	6.17	5.55 / 1.47	0.62	0.53 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.60	6.20 / 1.08	0.40	6.41	5.83 / 1.32	0.58	0.37 ***
59. New student orientation services help students adjust to college.	5.99	5.68 / 1.55	0.31	5.99	5.48 / 1.52	0.51	0.20
60. Billing policies are reasonable.	6.38	5.99 / 1.22	0.39	6.20	5.57 / 1.45	0.63	0.42 ***
61. Faculty are usually available after class and during office hours.	6.51	6.05 / 1.19	0.46	6.29	5.79 / 1.35	0.50	0.26 **

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National Group Means are based on 162081 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.	6.31	6.01 / 1.51	0.30	6.13	5.78 / 1.42	0.35	0.23 *
63. I seldom get the "run-around" when seeking information on this campus.	6.25	5.99 / 1.41	0.26	6.13	5.29 / 1.65	0.84	0.70 ***
64. Nearly all classes deal with practical experiences and applications.	6.27	5.71 / 1.31	0.56	6.19	5.58 / 1.39	0.61	0.13
65. Students are notified early in the term if they are doing poorly in a class.	6.35	5.68 / 1.40	0.67	6.24	5.18 / 1.73	1.06	0.50 ***
66. Program requirements are clear and reasonable.	6.48	6.03 / 1.14	0.45	6.37	5.71 / 1.39	0.66	0.32 **
67. Channels for expressing student complaints are readily available.	6.22	5.50 / 1.74	0.72	6.07	5.13 / 1.69	0.94	0.37 **
68. On the whole, the campus is well-maintained.	6.51	6.43 / 0.86	0.08	6.28	5.96 / 1.27	0.32	0.47 ***
69. There is a good variety of courses provided on this campus.	6.51	6.13 / 1.19	0.38	6.37	5.83 / 1.36	0.54	0.30 **
70. I am able to experience intellectual growth here.	6.61	6.28 / 1.05	0.33	6.43	5.92 / 1.30	0.51	0.36 ***
71. Campus item: I found the pre-semester orientation session to be informative and valuable.	5.96	5.42 / 1.91	0.54				
72. Campus item: I found it easy to check in and meet with staff in the Student Services Center.	6.36	6.20 / 1.21	0.16				
73. Campus item: I have the opportunity to participate in extra-curricular activities and events (e.g., Sauk Fest, comedians, etc.).	6.13	6.36 / 1.03	-0.23				
74. Campus item: I was prepared for college-level work when I first enrolled at the College.	6.37	5.97 / 1.32	0.40				
75. Campus item: I found the FYE course to be informative and valuable.	5.36	4.92 / 2.16	0.44				

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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	
76. Campus item: I am aware of the wellness and physical fitness opportunities in the Sauk YMCA.	6.04	6.07 / 1.46	-0.03				
77. Campus item: I am aware of my assigned academic advisor and know how to access her/him.	6.45	6.19 / 1.50	0.26				
78. Campus item: I find the customer service on campus to be exceptional.	6.30	6.02 / 1.25	0.28				
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.	6.21	6.26 / 1.16	-0.05				
80. Campus item: I have sought academic assistance through the Learning Commons (LC) and found it helpful.	6.45	6.23 / 1.39	0.22				
81. Institution's commitment to part-time students?		5.91 / 1.47			5.76 / 1.37		0.15
82. Institution's commitment to evening students?		5.86 / 1.48			5.64 / 1.45		0.22
83. Institution's commitment to older, returning learners?		6.21 / 1.24			5.73 / 1.43		0.48 ***
84. Institution's commitment to under-represented populations?		6.27 / 1.10			5.63 / 1.41		0.64 ***
85. Institution's commitment to commuters?		6.03 / 1.41			5.62 / 1.45		0.41 ***
86. Institution's commitment to students with disabilities?		6.33 / 1.12			5.76 / 1.40		0.57 ***
87. Cost as factor in decision to enroll.	6.36			6.36			
88. Financial aid as factor in decision to enroll.	6.24			6.11			
89. Academic reputation as factor in decision to enroll.	5.94			5.96			
90. Size of institution as factor in decision to enroll.	5.22			5.23			

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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	
91. Opportunity to play sports as factor in decision to enroll.	4.06			3.68			
92. Recommendations from family/friends as factor in decision to enroll.	5.28			5.05			
93. Geographic setting as factor in decision to enroll.	5.78			5.60			
94. Campus appearance as factor in decision to enroll.	5.11			5.31			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.59			5.50			

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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: 4.93 1% 1% 7% 30% 24% 16% 17%	Average: 4.92 1% 1% 6% 33% 25% 13% 18%	0.01
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: 5.60 0% 1% 6% 7% 15% 40% 25%	Average: 5.55 1% 2% 5% 11% 15% 40% 24%	0.05
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: 5.91 2% 3% 4% 5% 8% 26% 49%	Average: 5.78 2% 3% 3% 8% 10% 30% 41%	0.13