

**Noel-Levitz Student Satisfaction Inventory:  
Summary Data by Age  
Conducted Spring 2010 (n= 1,810)**

Note: Data reported here only satisfaction data, General Education SLO's responses, and demographic data collected from user. Counts are listed in (parentheses).

<i>Question</i>	<i>18 and under</i>	<i>19 to 24</i>	<i>25 to 34</i>	<i>35 to 44</i>	<i>45 and over</i>	<i>All Students</i>
<b>1. Most students feel a sense of belonging here</b>						
Satisfied	60.6% (83)	62.0% (392)	66.0% (254)	76.7% (165)	73.6% (242)	66.9% (1136)
Neutral	14.6% (20)	21.5% (136)	25.2% (97)	18.1% (39)	21.6% (71)	21.4% (363)
Dissatisfied	24.8% (34)	16.5% (104)	8.8% (34)	5.1% (11)	4.9% (16)	11.7% (199)
<b>2. Faculty care about me as an individual</b>						
Satisfied	66.7% (92)	73.5% (467)	76.6% (304)	81.2% (177)	87.5% (307)	77.5% (1347)
Neutral	15.9% (22)	14.3% (91)	14.9% (59)	11.5% (25)	8.5% (30)	13.1% (227)
Dissatisfied	17.4% (24)	12.1% (77)	8.6% (34)	7.3% (16)	4.0% (14)	9.5% (165)
<b>3. The quality of instruction in the vocational/technical programs is excellent</b>						
Satisfied	72.0% (77)	76.0% (379)	78.0% (245)	89.3% (150)	85.0% (216)	79.5% (1067)
Neutral	23.4% (25)	14.8% (74)	12.7% (40)	4.8% (8)	9.8% (25)	12.8% (172)
Dissatisfied	4.7% (5)	9.2% (46)	9.2% (29)	6.0% (10)	5.1% (13)	7.7% (103)
<b>4. Security staff are helpful</b>						
Satisfied	46.5% (53)	55.2% (276)	57.0% (166)	58.6% (92)	59.9% (145)	56.1% (732)
Neutral	35.1% (40)	27.0% (135)	25.4% (74)	21.0% (33)	22.7% (55)	25.8% (337)
Dissatisfied	18.4% (21)	17.8% (89)	17.5% (51)	20.4% (32)	17.4% (42)	18.0% (235)

<i>Question</i>	<i>18 and under</i>	<i>19 to 24</i>	<i>25 to 34</i>	<i>35 to 44</i>	<i>45 and over</i>	<i>All Students</i>
<b>5. The personnel involved in registration are helpful</b>						
Satisfied	67.2% (90)	69.3% (415)	77.2% (274)	83.9% (162)	80.7% (246)	74.8% (1187)
Neutral	14.2% (19)	16.2% (97)	10.4% (37)	10.4% (20)	12.5% (38)	13.3% (211)
Dissatisfied	18.7% (25)	14.5% (87)	12.4% (44)	5.7% (11)	6.9% (21)	11.9% (188)
<b>6. My academic advisor is approachable</b>						
Satisfied	70.4% (88)	64.8% (370)	70.5% (210)	69.3% (113)	76.7% (155)	68.9% (936)
Neutral	16.0% (20)	17.5% (100)	14.4% (43)	16.6% (27)	14.9% (30)	16.2% (220)
Dissatisfied	13.6% (17)	17.7% (101)	15.1% (45)	14.1% (23)	8.4% (17)	14.9% (203)
<b>7. Adequate financial aid is available for most students</b>						
Satisfied	65.5% (72)	62.7% (307)	65.2% (191)	63.2% (79)	59.1% (101)	63.1% (750)
Neutral	15.5% (17)	15.5% (76)	17.1% (50)	22.4% (28)	28.7% (49)	18.5% (220)
Dissatisfied	19.1% (21)	21.8% (107)	17.7% (52)	14.4% (18)	12.3% (21)	18.4% (219)
<b>8. Classes are scheduled at times that are convenient for me</b>						
Satisfied	70.1% (96)	70.4% (450)	67.0% (266)	73.7% (160)	73.9% (255)	70.7% (1227)
Neutral	10.2% (14)	11.4% (73)	10.6% (42)	6.0% (13)	7.5% (26)	9.7% (168)
Dissatisfied	19.7% (27)	18.2% (116)	22.4% (89)	20.3% (44)	18.6% (64)	19.6% (340)
<b>9. Internships or practical experiences are provided in my degree/certificate program</b>						
Satisfied	51.7% (46)	46.3% (192)	56.5% (131)	63.4% (78)	56.5% (95)	52.8% (542)
Neutral	25.8% (23)	24.8% (103)	24.1% (56)	22.8% (28)	22.0% (37)	24.1% (247)
Dissatisfied	22.5% (20)	28.9% (120)	19.4% (45)	13.8% (17)	21.4% (36)	23.2% (238)

<i>Question</i>	<i>18 and under</i>	<i>19 to 24</i>	<i>25 to 34</i>	<i>35 to 44</i>	<i>45 and over</i>	<i>All Students</i>
<b>10. Child care facilities are available on campus</b>						
Satisfied	47.9% (23)	51.5% (117)	51.2% (65)	41.1% (30)	43.2% (32)	48.6% (267)
Neutral	39.6% (19)	40.1% (91)	34.6% (44)	39.7% (29)	52.7% (39)	40.4% (222)
Dissatisfied	12.5% (6)	8.4% (19)	14.2% (18)	19.2% (14)	4.1% (3)	10.9% (60)
<b>11. Security staff respond quickly in emergencies</b>						
Satisfied	51.9% (40)	60.3% (213)	64.9% (122)	56.7% (51)	63.6% (98)	60.8% (524)
Neutral	39.0% (30)	29.5% (104)	27.1% (51)	33.3% (30)	25.3% (39)	29.5% (254)
Dissatisfied	9.1% (7)	10.2% (36)	8.0% (15)	10.0% (9)	11.0% (17)	9.7% (84)
<b>12. My academic advisor helps me set goals to work toward</b>						
Satisfied	66.9% (79)	63.1% (351)	72.3% (209)	72.2% (109)	66.7% (130)	67.1% (878)
Neutral	11.9% (14)	17.6% (98)	13.1% (38)	16.6% (25)	20.5% (40)	16.4% (215)
Dissatisfied	21.2% (25)	19.2% (107)	14.5% (42)	11.3% (17)	12.8% (25)	16.5% (216)
<b>13. Financial aid awards are announced to students in time to be helpful in college planning</b>						
Satisfied	62.1% (54)	62.5% (268)	61.6% (162)	71.2% (74)	59.6% (81)	62.7% (639)
Neutral	17.2% (15)	21.9% (94)	21.3% (56)	20.2% (21)	30.1% (41)	22.3% (227)
Dissatisfied	20.7% (18)	15.6% (67)	17.1% (45)	8.7% (9)	10.3% (14)	15.0% (153)
<b>14. Library resources and services are adequate</b>						
Satisfied	78.6% (99)	83.1% (478)	79.0% (256)	83.6% (138)	78.1% (193)	81.0% (1164)
Neutral	18.3% (23)	11.7% (67)	13.6% (44)	7.3% (12)	15.0% (37)	12.7% (183)
Dissatisfied	3.2% (4)	5.2% (30)	7.4% (24)	9.1% (15)	6.9% (17)	6.3% (90)

<i>Question</i>	<i>18 and under</i>	<i>19 to 24</i>	<i>25 to 34</i>	<i>35 to 44</i>	<i>45 and over</i>	<i>All Students</i>
<b>15. I am able to register for classes I need with few conflicts</b>						
Satisfied	63.4% (85)	72.3% (454)	73.1% (282)	81.7% (170)	81.2% (272)	74.7% (1263)
Neutral	9.7% (13)	9.9% (62)	7.5% (29)	7.7% (16)	6.6% (22)	8.4% (142)
Dissatisfied	26.9% (36)	17.8% (112)	19.4% (75)	10.6% (22)	12.2% (41)	16.9% (286)
<b>16. The college shows concern for students as individuals</b>						
Satisfied	58.7% (74)	62.5% (389)	66.9% (247)	72.9% (145)	69.5% (219)	65.8% (1074)
Neutral	19.8% (25)	21.7% (135)	19.0% (70)	18.1% (36)	19.0% (60)	20.0% (326)
Dissatisfied	21.4% (27)	15.8% (98)	14.1% (52)	9.0% (18)	11.4% (36)	14.2% (231)
<b>17. Personnel in the Veterans Services program are helpful</b>						
Satisfied	46.2% (18)	54.3% (107)	61.5% (64)	70.3% (26)	48.1% (26)	55.9% (241)
Neutral	46.2% (18)	38.6% (76)	33.7% (35)	29.7% (11)	44.4% (24)	38.1% (164)
Dissatisfied	7.7% (3)	7.1% (14)	4.8% (5)	0.0% (0)	7.4% (4)	6.0% (26)
<b>18. The quality of instruction I receive in most of my classes is excellent</b>						
Satisfied	80.6% (108)	77.8% (490)	84.5% (332)	87.5% (189)	89.8% (309)	83.2% (1428)
Neutral	9.7% (13)	11.3% (71)	7.4% (29)	4.2% (9)	4.4% (15)	8.0% (137)
Dissatisfied	9.7% (13)	11.0% (69)	8.1% (32)	8.3% (18)	5.8% (20)	8.9% (152)
<b>19. This campus provides effective support services for displaced homemakers</b>						
Satisfied	58.0% (29)	61.7% (132)	56.7% (68)	51.6% (32)	49.5% (48)	56.9% (309)
Neutral	34.0% (17)	29.9% (64)	36.7% (44)	35.5% (22)	34.0% (33)	33.1% (180)
Dissatisfied	8.0% (4)	8.4% (18)	6.7% (8)	12.9% (8)	16.5% (16)	9.9% (54)

<i>Question</i>	<i>18 and under</i>	<i>19 to 24</i>	<i>25 to 34</i>	<i>35 to 44</i>	<i>45 and over</i>	<i>All Students</i>
<b>20. Financial aid counselors are helpful</b>						
Satisfied	62.5% (50)	67.6% (282)	68.9% (162)	72.3% (73)	69.5% (82)	68.2% (649)
Neutral	18.8% (15)	19.7% (82)	17.0% (40)	15.8% (16)	21.2% (25)	18.7% (178)
Dissatisfied	18.8% (15)	12.7% (53)	14.0% (33)	11.9% (12)	9.3% (11)	13.0% (124)
<b>21. There are a sufficient number of study areas on campus</b>						
Satisfied	77.0% (97)	79.2% (467)	75.8% (257)	72.9% (129)	76.3% (184)	77.0% (1134)
Neutral	11.9% (15)	9.3% (55)	10.9% (37)	14.7% (26)	12.9% (31)	11.1% (164)
Dissatisfied	11.1% (14)	11.5% (68)	13.3% (45)	12.4% (22)	10.8% (26)	11.9% (175)
<b>22. People on this campus respect and are supportive of each other</b>						
Satisfied	59.4% (79)	69.3% (428)	72.5% (274)	81.2% (160)	83.1% (266)	73.3% (1207)
Neutral	27.1% (36)	19.1% (118)	16.7% (63)	12.2% (24)	12.5% (40)	17.1% (281)
Dissatisfied	13.5% (18)	11.7% (72)	10.8% (41)	6.6% (13)	4.4% (14)	9.6% (158)
<b>23. Faculty are understanding of students unique life circumstances</b>						
Satisfied	66.2% (86)	72.4% (443)	74.9% (280)	84.8% (168)	83.6% (271)	76.2% (1248)
Neutral	16.9% (22)	15.7% (96)	12.8% (48)	9.1% (18)	9.6% (31)	13.1% (215)
Dissatisfied	16.9% (22)	11.9% (73)	12.3% (46)	6.1% (12)	6.8% (22)	10.7% (175)
<b>24. Parking lots are well-lighted and secure</b>						
Satisfied	67.8% (80)	68.5% (407)	72.0% (268)	77.3% (153)	80.8% (270)	72.9% (1178)
Neutral	13.6% (16)	13.0% (77)	13.2% (49)	10.1% (20)	6.6% (22)	11.4% (184)
Dissatisfied	18.6% (22)	18.5% (110)	14.8% (55)	12.6% (25)	12.6% (42)	15.7% (254)

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<b>25. My academic advisor is concerned about my success as an individual</b>						
Satisfied	65.3% (79)	65.3% (359)	67.1% (196)	69.8% (111)	68.6% (127)	66.7% (872)
Neutral	17.4% (21)	16.7% (92)	15.8% (46)	16.4% (26)	22.7% (42)	17.4% (227)
Dissatisfied	17.4% (21)	18.0% (99)	17.1% (50)	13.8% (22)	8.6% (16)	15.9% (208)
<b>26. Library staff are helpful and approachable</b>						
Satisfied	77.2% (95)	82.5% (457)	83.2% (248)	88.5% (138)	83.2% (188)	83.0% (1126)
Neutral	14.6% (18)	12.6% (70)	13.8% (41)	8.3% (13)	14.6% (33)	12.9% (175)
Dissatisfied	8.1% (10)	4.9% (27)	3.0% (9)	3.2% (5)	2.2% (5)	4.1% (56)
<b>27. The campus staff are caring and helpful</b>						
Satisfied	73.6% (95)	77.4% (463)	77.3% (280)	86.1% (167)	83.3% (244)	79.3% (1249)
Neutral	21.7% (28)	16.9% (101)	15.5% (56)	7.7% (15)	12.3% (36)	15.0% (236)
Dissatisfied	4.7% (6)	5.7% (34)	7.2% (26)	6.2% (12)	4.4% (13)	5.8% (91)
<b>28. It is an enjoyable experience to be a student on this campus</b>						
Satisfied	74.4% (99)	75.1% (471)	82.1% (320)	90.3% (195)	90.9% (299)	81.7% (1384)
Neutral	15.8% (21)	14.0% (88)	12.1% (47)	6.0% (13)	5.5% (18)	11.0% (187)
Dissatisfied	9.8% (13)	10.8% (68)	5.9% (23)	3.7% (8)	3.6% (12)	7.3% (124)
<b>29. Faculty are fair and unbiased in their treatment of individual students</b>						
Satisfied	70.5% (93)	75.4% (464)	84.2% (324)	87.8% (180)	88.0% (292)	81.1% (1353)
Neutral	18.9% (25)	12.4% (76)	9.6% (37)	6.3% (13)	8.7% (29)	10.8% (180)
Dissatisfied	10.6% (14)	12.2% (75)	6.2% (24)	5.9% (12)	3.3% (11)	8.1% (136)

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<b>30. The career services office provides students with the help they need to get a job</b>						
Satisfied	61.4% (43)	62.3% (202)	63.0% (104)	65.4% (51)	52.9% (63)	61.2% (463)
Neutral	28.6% (20)	27.2% (88)	26.7% (44)	20.5% (16)	32.8% (39)	27.4% (207)
Dissatisfied	10.0% (7)	10.5% (34)	10.3% (17)	14.1% (11)	14.3% (17)	11.4% (86)
<b>31. The campus is safe and secure for all students</b>						
Satisfied	80.2% (105)	82.4% (519)	84.4% (331)	88.9% (185)	85.8% (283)	84.2% (1423)
Neutral	13.0% (17)	13.3% (84)	8.9% (35)	5.8% (12)	8.5% (28)	10.4% (176)
Dissatisfied	6.9% (9)	4.3% (27)	6.6% (26)	5.3% (11)	5.8% (19)	5.4% (92)
<b>32. My academic advisor is knowledgeable about my program requirements</b>						
Satisfied	65.5% (74)	68.2% (377)	72.8% (209)	75.3% (113)	71.6% (126)	70.3% (899)
Neutral	15.9% (18)	11.8% (65)	11.5% (33)	12.7% (19)	15.3% (27)	12.7% (162)
Dissatisfied	18.6% (21)	20.1% (111)	15.7% (45)	12.0% (18)	13.1% (23)	17.0% (218)
<b>33. Admissions counselors accurately portray the campus in their recruiting practices</b>						
Satisfied	63.0% (63)	68.0% (296)	70.2% (146)	74.0% (74)	66.4% (77)	68.4% (656)
Neutral	29.0% (29)	21.1% (92)	20.7% (43)	20.0% (20)	26.7% (31)	22.4% (215)
Dissatisfied	8.0% (8)	10.8% (47)	9.1% (19)	6.0% (6)	6.9% (8)	9.2% (88)
<b>34. Computer labs are adequate and accessible</b>						
Satisfied	78.4% (98)	81.9% (463)	80.6% (249)	80.9% (131)	75.9% (173)	80.2% (1114)
Neutral	14.4% (18)	9.2% (52)	10.4% (32)	8.0% (13)	11.8% (27)	10.2% (142)
Dissatisfied	7.2% (9)	8.8% (50)	9.1% (28)	11.1% (18)	12.3% (28)	9.6% (133)

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<b>35. Policies and procedures regarding registration and course selection are clear and well-publicized</b>						
Satisfied	78.4% (105)	81.5% (505)	86.1% (335)	89.4% (193)	87.8% (295)	84.5% (1433)
Neutral	9.7% (13)	10.2% (63)	8.2% (32)	7.4% (16)	7.7% (26)	8.8% (150)
Dissatisfied	11.9% (16)	8.4% (52)	5.7% (22)	3.2% (7)	4.5% (15)	6.6% (112)
<b>36. Students are made to feel welcome on this campus</b>						
Satisfied	77.0% (104)	78.9% (495)	83.4% (327)	89.3% (192)	85.5% (282)	82.4% (1400)
Neutral	12.6% (17)	14.2% (89)	11.0% (43)	7.9% (17)	10.9% (36)	11.9% (202)
Dissatisfied	10.4% (14)	6.9% (43)	5.6% (22)	2.8% (6)	3.6% (12)	5.7% (97)
<b>37. Faculty take into consideration student differences as they teach a course</b>						
Satisfied	62.6% (82)	71.5% (438)	76.2% (292)	82.0% (164)	85.6% (279)	75.9% (1255)
Neutral	24.4% (32)	16.8% (103)	17.0% (65)	11.0% (22)	10.4% (34)	15.5% (256)
Dissatisfied	13.0% (17)	11.7% (72)	6.8% (26)	7.0% (14)	4.0% (13)	8.6% (142)
<b>38. The student center is a comfortable place for students to spend their leisure time</b>						
Satisfied	62.9% (66)	69.0% (305)	70.5% (170)	73.5% (86)	68.5% (115)	69.2% (742)
Neutral	18.1% (19)	21.5% (95)	18.7% (45)	17.1% (20)	19.0% (32)	19.7% (211)
Dissatisfied	19.0% (20)	9.5% (42)	10.8% (26)	9.4% (11)	12.5% (21)	11.2% (120)
<b>39. The amount of student parking space on campus is adequate</b>						
Satisfied	54.9% (62)	54.7% (321)	59.6% (229)	65.0% (130)	67.1% (222)	59.7% (964)
Neutral	15.0% (17)	12.6% (74)	9.9% (38)	8.5% (17)	6.0% (20)	10.3% (166)
Dissatisfied	30.1% (34)	32.7% (192)	30.5% (117)	26.5% (53)	26.9% (89)	30.0% (485)



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<b>40. My academic advisor is knowledgeable about the transfer requirements of other schools</b>						
Satisfied	77.2% (88)	69.0% (380)	72.7% (197)	74.4% (96)	68.1% (96)	71.1% (857)
Neutral	12.3% (14)	14.0% (77)	14.4% (39)	12.4% (16)	22.7% (32)	14.8% (178)
Dissatisfied	10.5% (12)	17.1% (94)	12.9% (35)	13.2% (17)	9.2% (13)	14.2% (171)
<b>41. Admissions staff are knowledgeable</b>						
Satisfied	73.2% (90)	76.5% (416)	78.7% (240)	83.1% (143)	79.4% (200)	78.0% (1089)
Neutral	18.7% (23)	14.3% (78)	13.4% (41)	14.0% (24)	15.5% (39)	14.7% (205)
Dissatisfied	8.1% (10)	9.2% (50)	7.9% (24)	2.9% (5)	5.2% (13)	7.3% (102)
<b>42. The equipment in the lab facilities is kept up to date</b>						
Satisfied	74.8% (83)	82.9% (446)	83.7% (252)	86.5% (134)	79.6% (179)	82.3% (1094)
Neutral	20.7% (23)	12.6% (68)	10.6% (32)	7.1% (11)	11.1% (25)	12.0% (159)
Dissatisfied	4.5% (5)	4.5% (24)	5.6% (17)	6.5% (10)	9.3% (21)	5.8% (77)
<b>43. Class change (drop/add) policies are reasonable</b>						
Satisfied	78.2% (104)	83.4% (513)	86.8% (330)	91.8% (180)	89.7% (279)	86.0% (1406)
Neutral	12.0% (16)	9.6% (59)	8.2% (31)	5.6% (11)	5.8% (18)	8.3% (135)
Dissatisfied	9.8% (13)	7.0% (43)	5.0% (19)	2.6% (5)	4.5% (14)	5.7% (94)
<b>44. I generally know what's happening on campus</b>						
Satisfied	55.7% (73)	55.3% (336)	62.0% (222)	67.6% (125)	58.5% (162)	58.9% (918)
Neutral	22.9% (30)	24.0% (146)	21.2% (76)	22.7% (42)	26.0% (72)	23.5% (366)
Dissatisfied	21.4% (28)	20.7% (126)	16.8% (60)	9.7% (18)	15.5% (43)	17.6% (275)

<i>Question</i>	<i>18 and under</i>	<i>19 to 24</i>	<i>25 to 34</i>	<i>35 to 44</i>	<i>45 and over</i>	<i>All Students</i>
<b>45. This institution has a good reputation within the community</b>						
Satisfied	77.9% (102)	79.8% (463)	83.6% (317)	90.2% (184)	87.7% (284)	83.4% (1350)
Neutral	16.0% (21)	14.1% (82)	14.8% (56)	8.3% (17)	9.3% (30)	12.7% (206)
Dissatisfied	6.1% (8)	6.0% (35)	1.6% (6)	1.5% (3)	3.1% (10)	3.8% (62)
<b>46. Faculty provide timely feedback about student progress in a course</b>						
Satisfied	60.3% (79)	65.8% (407)	77.5% (299)	84.4% (178)	84.2% (277)	74.0% (1240)
Neutral	20.6% (27)	17.9% (111)	12.2% (47)	9.0% (19)	9.4% (31)	14.0% (235)
Dissatisfied	19.1% (25)	16.3% (101)	10.4% (40)	6.6% (14)	6.4% (21)	12.0% (201)
<b>47. There are adequate services to help me decide upon a career</b>						
Satisfied	58.2% (64)	67.1% (345)	67.1% (190)	69.5% (98)	71.2% (126)	67.2% (823)
Neutral	26.4% (29)	19.3% (99)	22.6% (64)	19.1% (27)	18.1% (32)	20.5% (251)
Dissatisfied	15.5% (17)	13.6% (70)	10.2% (29)	11.3% (16)	10.7% (19)	12.3% (151)
<b>48. Counseling staff care about students as individuals</b>						
Satisfied	65.5% (76)	65.8% (361)	68.8% (203)	72.9% (113)	70.2% (127)	67.9% (880)
Neutral	17.2% (20)	16.0% (88)	17.3% (51)	17.4% (27)	20.4% (37)	17.2% (223)
Dissatisfied	17.2% (20)	18.2% (100)	13.9% (41)	9.7% (15)	9.4% (17)	14.9% (193)
<b>49. Admissions counselors respond to prospective students unique needs and requests</b>						
Satisfied	67.2% (80)	68.6% (339)	70.3% (173)	74.6% (94)	73.1% (114)	70.1% (800)
Neutral	19.3% (23)	19.4% (96)	20.3% (50)	19.0% (24)	21.2% (33)	19.8% (226)
Dissatisfied	13.4% (16)	11.9% (59)	9.3% (23)	6.3% (8)	5.8% (9)	10.1% (115)

<i>Question</i>	<i>18 and under</i>	<i>19 to 24</i>	<i>25 to 34</i>	<i>35 to 44</i>	<i>45 and over</i>	<i>All Students</i>
<b>50. Tutoring services are readily available</b>						
Satisfied	62.3% (66)	71.8% (334)	64.1% (148)	67.5% (77)	60.8% (79)	67.3% (704)
Neutral	23.6% (25)	16.6% (77)	23.4% (54)	21.1% (24)	29.2% (38)	20.8% (218)
Dissatisfied	14.2% (15)	11.6% (54)	12.6% (29)	11.4% (13)	10.0% (13)	11.9% (124)
<b>51. There are convenient ways of paying my school bill</b>						
Satisfied	78.7% (96)	84.6% (517)	88.4% (329)	91.5% (183)	91.4% (275)	87.2% (1400)
Neutral	14.8% (18)	10.6% (65)	6.5% (24)	5.5% (11)	7.0% (21)	8.7% (139)
Dissatisfied	6.6% (8)	4.7% (29)	5.1% (19)	3.0% (6)	1.7% (5)	4.2% (67)
<b>52. This school does whatever it can to help me reach my educational goals</b>						
Satisfied	65.9% (85)	64.7% (394)	71.5% (251)	75.4% (141)	75.8% (200)	69.5% (1071)
Neutral	20.2% (26)	20.5% (125)	17.4% (61)	19.3% (36)	14.4% (38)	18.6% (286)
Dissatisfied	14.0% (18)	14.8% (90)	11.1% (39)	5.3% (10)	9.8% (26)	11.9% (183)
<b>53. The assessment and course placement procedures are reasonable</b>						
Satisfied	75.2% (100)	75.3% (449)	79.2% (252)	86.4% (140)	78.7% (170)	78.0% (1111)
Neutral	14.3% (19)	15.8% (94)	12.6% (40)	9.9% (16)	15.3% (33)	14.2% (202)
Dissatisfied	10.5% (14)	8.9% (53)	8.2% (26)	3.7% (6)	6.0% (13)	7.9% (112)
<b>54. Faculty are interested in my academic problems</b>						
Satisfied	64.1% (82)	64.9% (387)	71.9% (246)	79.4% (143)	76.7% (217)	70.3% (1075)
Neutral	23.4% (30)	19.3% (115)	18.1% (62)	12.8% (23)	15.2% (43)	17.9% (273)
Dissatisfied	12.5% (16)	15.8% (94)	9.9% (34)	7.8% (14)	8.1% (23)	11.8% (181)

<i>Question</i>	<i>18 and under</i>	<i>19 to 24</i>	<i>25 to 34</i>	<i>35 to 44</i>	<i>45 and over</i>	<i>All Students</i>
<b>55. Academic support services adequately meet the needs of students</b>						
Satisfied	75.7% (84)	68.7% (364)	74.3% (220)	78.9% (120)	69.0% (149)	71.8% (937)
Neutral	16.2% (18)	19.1% (101)	17.9% (53)	13.2% (20)	21.8% (47)	18.3% (239)
Dissatisfied	8.1% (9)	12.3% (65)	7.8% (23)	7.9% (12)	9.3% (20)	9.9% (129)
<b>56. The business office is open during hours which are convenient for most students.*</b>						
Satisfied	79.6% (82)	74.4% (372)	75.3% (232)	75.1% (133)	72.1% (199)	74.6% (1018)
Neutral	10.7% (11)	16.6% (83)	14.3% (44)	12.4% (22)	16.3% (45)	15.0% (205)
Dissatisfied	9.7% (10)	9.0% (45)	10.4% (32)	12.4% (22)	11.6% (32)	10.3% (141)
<b>57. The business office is open during hours which are convenient for most students</b>						
Satisfied	73.2% (90)	69.6% (380)	73.6% (231)	78.6% (132)	73.2% (172)	72.5% (1005)
Neutral	16.3% (20)	20.0% (109)	17.8% (56)	15.5% (26)	17.9% (42)	18.3% (253)
Dissatisfied	10.6% (13)	10.4% (57)	8.6% (27)	6.0% (10)	8.9% (21)	9.2% (128)
<b>58. Nearly all of the faculty are knowledgeable in their fields</b>						
Satisfied	85.0% (113)	82.0% (502)	85.8% (313)	92.5% (185)	90.5% (266)	86.0% (1379)
Neutral	6.8% (9)	10.0% (61)	8.8% (32)	5.5% (11)	5.4% (16)	8.0% (129)
Dissatisfied	8.3% (11)	8.0% (49)	5.5% (20)	2.0% (4)	4.1% (12)	6.0% (96)
<b>59. New student orientation services help students adjust to college</b>						
Satisfied	66.4% (73)	69.2% (315)	70.8% (153)	78.3% (83)	69.6% (94)	70.3% (718)
Neutral	20.0% (22)	22.0% (100)	23.1% (50)	16.0% (17)	25.2% (34)	21.8% (223)
Dissatisfied	13.6% (15)	8.8% (40)	6.0% (13)	5.7% (6)	5.2% (7)	7.9% (81)

<i>Question</i>	<i>18 and under</i>	<i>19 to 24</i>	<i>25 to 34</i>	<i>35 to 44</i>	<i>45 and over</i>	<i>All Students</i>
<b>60. Billing policies are reasonable</b>						
Satisfied	78.7% (96)	78.6% (475)	86.1% (310)	88.9% (185)	86.5% (268)	83.2% (1334)
Neutral	16.4% (20)	13.7% (83)	8.9% (32)	7.7% (16)	11.3% (35)	11.6% (186)
Dissatisfied	4.9% (6)	7.6% (46)	5.0% (18)	3.4% (7)	2.3% (7)	5.2% (84)
<b>61. Faculty are usually available after class and during office hours</b>						
Satisfied	75.2% (97)	81.8% (499)	84.1% (301)	87.3% (165)	83.9% (271)	82.8% (1333)
Neutral	11.6% (15)	10.5% (64)	8.7% (31)	6.9% (13)	10.2% (33)	9.7% (156)
Dissatisfied	13.2% (17)	7.7% (47)	7.3% (26)	5.8% (11)	5.9% (19)	7.5% (120)
<b>62. Bookstore staff are helpful</b>						
Satisfied	81.6% (102)	82.4% (492)	78.9% (281)	89.1% (172)	84.2% (262)	82.7% (1309)
Neutral	9.6% (12)	9.9% (59)	13.5% (48)	6.2% (12)	9.6% (30)	10.2% (161)
Dissatisfied	8.8% (11)	7.7% (46)	7.6% (27)	4.7% (9)	6.1% (19)	7.1% (112)
<b>63. I seldom get "the run-around" when seeking information on this campus</b>						
Satisfied	60.7% (71)	65.3% (350)	71.6% (235)	78.9% (146)	73.7% (210)	69.7% (1012)
Neutral	22.2% (26)	19.6% (105)	15.2% (50)	11.4% (21)	18.6% (53)	17.6% (255)
Dissatisfied	17.1% (20)	15.1% (81)	13.1% (43)	9.7% (18)	7.7% (22)	12.7% (184)
<b>64. Nearly all classes deal with practical experiences and applications</b>						
Satisfied	68.3% (86)	75.2% (453)	77.7% (286)	87.6% (170)	77.9% (226)	77.3% (1221)
Neutral	20.6% (26)	14.8% (89)	15.5% (57)	8.8% (17)	16.6% (48)	15.0% (237)
Dissatisfied	11.1% (14)	10.0% (60)	6.8% (25)	3.6% (7)	5.5% (16)	7.7% (122)

<i>Question</i>	<i>18 and under</i>	<i>19 to 24</i>	<i>25 to 34</i>	<i>35 to 44</i>	<i>45 and over</i>	<i>All Students</i>
<b>65. Students are notified early in the term if they are doing poorly in a class</b>						
Satisfied	43.2% (51)	53.4% (302)	65.4% (200)	74.8% (119)	70.9% (163)	60.6% (835)
Neutral	18.6% (22)	16.6% (94)	15.4% (47)	9.4% (15)	18.7% (43)	16.0% (221)
Dissatisfied	38.1% (45)	30.0% (170)	19.3% (59)	15.7% (25)	10.4% (24)	23.4% (323)
<b>66. Program requirements are clear and reasonable</b>						
Satisfied	80.5% (103)	79.4% (482)	84.6% (319)	89.8% (185)	89.3% (283)	83.9% (1372)
Neutral	9.4% (12)	12.9% (78)	10.3% (39)	6.8% (14)	6.6% (21)	10.0% (164)
Dissatisfied	10.2% (13)	7.7% (47)	5.0% (19)	3.4% (7)	4.1% (13)	6.1% (99)
<b>67. Channels for expressing student complaints are readily available</b>						
Satisfied	53.8% (57)	56.7% (279)	56.9% (153)	62.1% (82)	53.6% (103)	56.6% (674)
Neutral	23.6% (25)	22.6% (111)	22.7% (61)	19.7% (26)	25.5% (49)	22.8% (272)
Dissatisfied	22.6% (24)	20.7% (102)	20.4% (55)	18.2% (24)	20.8% (40)	20.6% (245)
<b>68. On the whole, the campus is well-maintained</b>						
Satisfied	87.7% (114)	87.8% (547)	90.4% (347)	90.6% (193)	88.0% (301)	88.8% (1502)
Neutral	8.5% (11)	8.0% (50)	5.5% (21)	6.1% (13)	5.8% (20)	6.8% (115)
Dissatisfied	3.8% (5)	4.2% (26)	4.2% (16)	3.3% (7)	6.1% (21)	4.4% (75)
<b>69. There is a good variety of courses provided on this campus</b>						
Satisfied	77.3% (102)	73.6% (457)	79.2% (301)	82.8% (178)	72.7% (242)	76.1% (1280)
Neutral	11.4% (15)	11.4% (71)	9.5% (36)	7.9% (17)	10.2% (34)	10.3% (173)
Dissatisfied	11.4% (15)	15.0% (93)	11.3% (43)	9.3% (20)	17.1% (57)	13.6% (228)

<i>Question</i>	<i>18 and under</i>	<i>19 to 24</i>	<i>25 to 34</i>	<i>35 to 44</i>	<i>45 and over</i>	<i>All Students</i>
<b>70. I am able to experience intellectual growth here</b>						
Satisfied	82.4% (108)	81.6% (509)	88.3% (340)	89.5% (188)	89.8% (298)	85.8% (1443)
Neutral	12.2% (16)	9.9% (62)	7.3% (28)	7.1% (15)	6.6% (22)	8.5% (143)
Dissatisfied	5.3% (7)	8.5% (53)	4.4% (17)	3.3% (7)	3.6% (12)	5.7% (96)
<b>71. I can express ideas and provide supporting evidence effectively in writing [Effective Communication]</b>						
Satisfied	84.9% (101)	79.1% (466)	82.5% (268)	87.9% (153)	80.4% (172)	81.6% (1160)
Neutral	7.6% (9)	15.3% (90)	13.8% (45)	9.8% (17)	15.9% (34)	13.7% (195)
Dissatisfied	7.6% (9)	5.6% (33)	3.7% (12)	2.3% (4)	3.7% (8)	4.6% (66)
<b>72. I can express ideas and provide supporting evidence effectively orally [Effective Communication]</b>						
Satisfied	75.7% (87)	78.2% (459)	83.3% (270)	85.9% (146)	79.4% (166)	80.3% (1128)
Neutral	14.8% (17)	15.2% (89)	13.3% (43)	10.0% (17)	16.7% (35)	14.3% (201)
Dissatisfied	9.6% (11)	6.6% (39)	3.4% (11)	4.1% (7)	3.8% (8)	5.4% (76)
<b>73. I can comprehend, interpret, and analyze information I read [Effective Communication]</b>						
Satisfied	81.0% (102)	83.6% (494)	85.3% (295)	91.4% (171)	87.0% (215)	85.3% (1277)
Neutral	12.7% (16)	11.2% (66)	11.3% (39)	5.9% (11)	10.9% (27)	10.6% (159)
Dissatisfied	6.3% (8)	5.2% (31)	3.5% (12)	2.7% (5)	2.0% (5)	4.1% (61)
<b>74. I can comprehend, interpret, and analyze information I hear [Effective Communication]</b>						
Satisfied	81.0% (102)	84.0% (499)	84.6% (291)	88.7% (165)	87.3% (219)	85.0% (1276)
Neutral	14.3% (18)	10.9% (65)	12.5% (43)	8.1% (15)	10.8% (27)	11.2% (168)
Dissatisfied	4.8% (6)	5.1% (30)	2.9% (10)	3.2% (6)	2.0% (5)	3.8% (57)

<i>Question</i>	<i>18 and under</i>	<i>19 to 24</i>	<i>25 to 34</i>	<i>35 to 44</i>	<i>45 and over</i>	<i>All Students</i>
<b>75. I can communicate effectively in a group or team situation [Effective Communication]</b>						
Satisfied	72.4% (89)	80.0% (480)	84.1% (290)	86.1% (155)	87.2% (204)	82.2% (1218)
Neutral	19.5% (24)	12.0% (72)	12.5% (43)	8.3% (15)	11.1% (26)	12.1% (180)
Dissatisfied	8.1% (10)	8.0% (48)	3.5% (12)	5.6% (10)	1.7% (4)	5.7% (84)
<b>76. I can comprehend, interpret, and analyze numerical and or quantitative calculations,</b>						
Satisfied	73.3% (85)	78.4% (443)	78.2% (248)	86.2% (125)	81.1% (150)	79.1% (1051)
Neutral	15.5% (18)	13.5% (76)	14.5% (46)	9.7% (14)	14.6% (27)	13.6% (181)
Dissatisfied	11.2% (13)	8.1% (46)	7.3% (23)	4.1% (6)	4.3% (8)	7.2% (96)
<b>77. I can effectively identify, develop, and evaluate arguments [Critical Thinking]</b>						
Satisfied	74.2% (89)	80.7% (465)	81.9% (262)	82.8% (135)	80.6% (158)	80.7% (1109)
Neutral	15.0% (18)	13.0% (75)	13.8% (44)	13.5% (22)	16.3% (32)	13.9% (191)
Dissatisfied	10.8% (13)	6.3% (36)	4.4% (14)	3.7% (6)	3.1% (6)	5.5% (75)
<b>78. I can effectively assess the legitimacy or adequacy of different types of information [Critical Thinking]</b>						
Satisfied	76.6% (95)	81.4% (476)	81.8% (269)	87.1% (149)	82.4% (182)	81.9% (1171)
Neutral	14.5% (18)	12.6% (74)	13.4% (44)	9.9% (17)	14.9% (33)	13.0% (186)
Dissatisfied	8.9% (11)	6.0% (35)	4.9% (16)	2.9% (5)	2.7% (6)	5.1% (73)
<b>79. I can work effectively with others of diverse backgrounds</b>						
Satisfied	81.5% (101)	82.9% (489)	84.8% (284)	88.0% (154)	87.6% (204)	84.6% (1232)
Neutral	8.9% (11)	11.7% (69)	12.2% (41)	9.7% (17)	11.6% (27)	11.3% (165)
Dissatisfied	9.7% (12)	5.4% (32)	3.0% (10)	2.3% (4)	0.9% (2)	4.1% (60)



<i>Question</i>	<i>18 and under</i>	<i>19 to 24</i>	<i>25 to 34</i>	<i>35 to 44</i>	<i>45 and over</i>	<i>All Students</i>
<b>80. I can identify ethnical issues and evaluate their consequences [Ethical Responsibility]</b>						
Satisfied	77.8% (91)	81.8% (469)	82.3% (270)	88.2% (150)	81.8% (175)	82.4% (1155)
Neutral	12.0% (14)	13.1% (75)	14.3% (47)	9.4% (16)	15.4% (33)	13.2% (185)
Dissatisfied	10.3% (12)	5.1% (29)	3.4% (11)	2.4% (4)	2.8% (6)	4.4% (62)
<b>81. Satisfaction that campus demonstrates commitment to Part-time students</b>						
Satisfied	74.0% (71)	81.3% (421)	80.8% (282)	87.4% (174)	84.6% (275)	82.2% (1223)
Neutral	17.7% (17)	13.5% (70)	10.6% (37)	7.0% (14)	7.1% (23)	10.8% (161)
Dissatisfied	8.3% (8)	5.2% (27)	8.6% (30)	5.5% (11)	8.3% (27)	6.9% (103)
<b>82. Satisfaction that campus demonstrates commitment to Evening students</b>						
Satisfied	78.9% (71)	79.9% (402)	78.8% (260)	82.9% (150)	82.6% (256)	80.6% (1139)
Neutral	11.1% (10)	11.3% (57)	9.1% (30)	6.1% (11)	5.8% (18)	8.9% (126)
Dissatisfied	10.0% (9)	8.7% (44)	12.1% (40)	11.0% (20)	11.6% (36)	10.5% (149)
<b>83. Satisfaction that campus demonstrates commitment to Older, returning learners</b>						
Satisfied	79.0% (49)	79.1% (287)	79.7% (263)	84.9% (174)	80.3% (277)	80.5% (1050)
Neutral	19.4% (12)	16.0% (58)	10.9% (36)	7.8% (16)	5.8% (20)	10.9% (142)
Dissatisfied	1.6% (1)	5.0% (18)	9.4% (31)	7.3% (15)	13.9% (48)	8.7% (113)
<b>84. Satisfaction that campus demonstrates commitment to Under-represented populations</b>						
Satisfied	74.0% (57)	78.4% (327)	74.5% (193)	82.2% (111)	69.1% (143)	75.9% (831)
Neutral	20.8% (16)	16.1% (67)	19.3% (50)	13.3% (18)	23.7% (49)	18.3% (200)
Dissatisfied	5.2% (4)	5.5% (23)	6.2% (16)	4.4% (6)	7.2% (15)	5.8% (64)

Question	18 and under	19 to 24	25 to 34	35 to 44	45 and over	All Students
<b>85. Satisfaction that campus demonstrates commitment to Commuters</b>						
Satisfied	71.8% (74)	70.9% (358)	71.6% (212)	79.7% (122)	74.1% (183)	72.8% (949)
Neutral	15.5% (16)	17.6% (89)	16.6% (49)	9.2% (14)	17.8% (44)	16.3% (212)
Dissatisfied	12.6% (13)	11.5% (58)	11.8% (35)	11.1% (17)	8.1% (20)	11.0% (143)
<b>86. Satisfaction that campus demonstrates commitment to Students with disabilities</b>						
Satisfied	80.0% (56)	80.6% (286)	83.7% (175)	84.4% (81)	78.7% (137)	81.3% (735)
Neutral	14.3% (10)	15.2% (54)	12.4% (26)	11.5% (11)	15.5% (27)	14.2% (128)
Dissatisfied	5.7% (4)	4.2% (15)	3.8% (8)	4.2% (4)	5.7% (10)	4.5% (41)
<b>96. So far, how has your college experience met your expectations?</b>						
Better than I expected	48.2% (67)	52.8% (340)	57.7% (235)	58.4% (132)	68.2% (244)	57.4% (1018)
About what I expected	39.6% (55)	36.0% (232)	33.9% (138)	35.8% (81)	27.7% (99)	34.1% (605)
Worse than I expected	12.2% (17)	11.2% (72)	8.4% (34)	5.8% (13)	4.2% (15)	8.5% (151)
<b>97. Rate your overall satisfaction with your experience here thus far</b>						
Satisfied	82.0% (114)	77.4% (497)	85.0% (345)	91.1% (205)	91.0% (325)	84.0% (1486)
Neutral	9.4% (13)	11.8% (76)	7.4% (30)	4.4% (10)	3.6% (13)	8.0% (142)
Dissatisfied	8.6% (12)	10.7% (69)	7.6% (31)	4.4% (10)	5.3% (19)	8.0% (141)
<b>98. All in all, if you had it to do over again, would you enroll here?</b>						
Definitely/probably yes	69.8% (97)	71.0% (457)	81.4% (332)	89.8% (203)	91.0% (325)	79.7% (1414)
Maybe yes	17.3% (24)	12.7% (82)	8.6% (35)	6.2% (14)	3.9% (14)	9.5% (169)
Maybe no	2.9% (4)	4.7% (30)	2.2% (9)	0.9% (2)	1.4% (5)	2.8% (50)
Definitely/probably no	2.2% (3)	5.7% (37)	3.4% (14)	1.3% (3)	1.7% (6)	3.6% (63)
I don't know	7.9% (11)	5.9% (38)	4.4% (18)	1.8% (4)	2.0% (7)	4.4% (78)