

Demographics

Gender			Class Level		
	N	%		N	%
Female	450	60.65%	1 year or less	297	39.97%
Male	292	39.35%	2 years	270	36.34%
Total	742	100.00%	3 years	110	14.80%
No Response	24		4 or more years	66	8.88%
			Total	743	100.00%
			No Response	23	
Age			Current GPA		
	N	%		N	%
18 and under	61	8.21%	No credits earned	65	8.80%
19 to 24	354	47.64%	1.99 or below	13	1.76%
25 to 34	160	21.53%	2.0 - 2.49	63	8.53%
35 to 44	96	12.92%	2.5 - 2.99	135	18.27%
45 and over	72	9.69%	3.0 - 3.49	245	33.15%
Total	743	100.00%	3.5 or above	218	29.50%
No Response	23		Total	739	100.00%
			No Response	27	
Ethnicity/Race			Educational Goal		
	N	%		N	%
African-American	308	41.85%	Associate degree	326	44.84%
American Indian or Alaskan Native	6	0.82%	Vocational/technical program	39	5.36%
Asian or Pacific Islander	28	3.80%	Transfer to another institution	273	37.55%
Caucasian/White	276	37.50%	Certification (initial / renewal)	27	3.71%
Hispanic	39	5.30%	Self-improvement/pleasure	3	0.41%
Other race	27	3.67%	Job-related training	6	0.83%
Race - Prefer not to respond	52	7.07%	Other educational goal	53	7.29%
Total	736	100.00%	Total	727	100.00%
No Response	30		No Response	39	
Current Enrollment Status			Employment		
	N	%		N	%
Day	599	83.31%	Full-time off campus	242	32.66%
Evening	117	16.27%	Part-time off campus	280	37.79%
Weekend	3	0.42%	Full-time on campus	19	2.56%
Total	719	100.00%	Part-time on campus	10	1.35%
No Response	47		Not employed	190	25.64%
			Total	741	100.00%
			No Response	25	
Current Class Load					
	N	%			
Full-time	497	67.34%			
Part-time	241	32.66%			
Total	738	100.00%			
No Response	28				

Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	1	0.14%	Campus item 2 - Answer 1	0	0%
Own house	177	23.92%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	214	28.92%	Campus item 2 - Answer 3	0	0%
Parent's home	286	38.65%	Campus item 2 - Answer 4	0	0%
Other residence	62	8.38%	Campus item 2 - Answer 5	0	0%
Total	740	100.00%	Campus item 2 - Answer 6	0	0%
No Response	26		Total	0	100.00%
			No Response	766	
Residence Classification			Group Code		
	N	%		N	%
In-state	709	96.07%	0006	1	20.00%
Out-of-state	8	1.08%	1234	1	20.00%
International (not U.S. citizen)	21	2.85%	2653	3	60.00%
Total	738	100.00%	Total	5	100.00%
No Response	28		No Response	761	
Disabilities					
	N	%			
Yes - Disability	103	13.88%			
No - Disability	639	86.12%			
Total	742	100.00%			
No Response	24				
Institution Was My					
	N	%			
1st choice	459	61.78%			
2nd choice	205	27.59%			
3rd choice or lower	79	10.63%			
Total	743	100.00%			
No Response	23				
Institution Question					
	N	%			
Campus item - Answer 1	2	50.00%			
Campus item - Answer 2	1	25.00%			
Campus item - Answer 3	0	0.00%			
Campus item - Answer 4	0	0.00%			
Campus item - Answer 5	0	0.00%			
Campus item - Answer 6	1	25.00%			
Total	4	100.00%			
No Response	762				

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. Classes are scheduled at times that are convenient for me.
- 15. I am able to register for classes I need with few conflicts.
- 69. There is a good variety of courses provided on this campus.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 70. I am able to experience intellectual growth here.
- 31. The campus is safe and secure for all students.
- 6. My academic advisor is approachable.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 68. On the whole, the campus is well-maintained.
- 14. Library resources and services are adequate.
- 61. Faculty are usually available after class and during office hours.
- 34. Computer labs are adequate and accessible.
- 36. Students are made to feel welcome on this campus.
- 50. Tutoring services are readily available.
- 21. There are a sufficient number of study areas on campus.

Challenges

- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 32. My academic advisor is knowledgeable about my program requirements.
- 41. Admissions staff are knowledgeable.
- 7. Adequate financial aid is available for most students.
- 52. This school does whatever it can to help me reach my educational goals.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 46. Faculty provide timely feedback about student progress in a course.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 12. My academic advisor helps me set goals to work toward.
- 20. Financial aid counselors are helpful.
- 39. The amount of student parking space on campus is adequate.
- 25. My academic advisor is concerned about my success as an individual.
- 16. The college shows concern for students as individuals.
- 60. Billing policies are reasonable.

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Community Colleges

- 69. There is a good variety of courses provided on this campus.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 70. I am able to experience intellectual growth here.
- 31. The campus is safe and secure for all students.
- 32. My academic advisor is knowledgeable about my program requirements.
- 41. Admissions staff are knowledgeable.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 7. Adequate financial aid is available for most students.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 68. On the whole, the campus is well-maintained.
- 66. Program requirements are clear and reasonable.
- 52. This school does whatever it can to help me reach my educational goals.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 14. Library resources and services are adequate.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 46. Faculty provide timely feedback about student progress in a course.
- 61. Faculty are usually available after class and during office hours.
- 34. Computer labs are adequate and accessible.
- 43. Class change (drop/add) policies are reasonable.
- 51. There are convenient ways of paying my school bill.
- 20. Financial aid counselors are helpful.
- 36. Students are made to feel welcome on this campus.
- 42. The equipment in the lab facilities is kept up to date.
- 50. Tutoring services are readily available.
- 21. There are a sufficient number of study areas on campus.
- 24. Parking lots are well-lighted and secure.

Institutional Summary

Scales: In Order of Importance

Scale	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising/Counseling	6.18	5.30 / 1.28	0.88	6.26	5.42 / 1.36	0.84	-0.12 *
Registration Effectiveness	6.18	5.42 / 1.06	0.76	6.26	5.60 / 1.07	0.66	-0.18 ***
Instructional Effectiveness	6.16	5.40 / 1.10	0.76	6.29	5.58 / 1.11	0.71	-0.18 ***
Academic Services	6.10	5.50 / 1.08	0.60	6.16	5.70 / 1.06	0.46	-0.20 ***
Admissions and Financial Aid	6.10	5.19 / 1.23	0.91	6.18	5.38 / 1.27	0.80	-0.19 ***
Concern for the Individual	6.09	5.29 / 1.18	0.80	6.20	5.43 / 1.26	0.77	-0.14 **
Safety and Security	6.07	5.19 / 1.17	0.88	6.15	5.34 / 1.21	0.81	-0.15 ***
Campus Climate	5.98	5.27 / 1.11	0.71	6.10	5.50 / 1.12	0.60	-0.23 ***
Student Centeredness	5.98	5.36 / 1.16	0.62	6.11	5.56 / 1.18	0.55	-0.20 ***
Service Excellence	5.97	5.25 / 1.11	0.72	6.08	5.48 / 1.12	0.60	-0.23 ***
Campus Support Services	5.52	4.92 / 1.18	0.60	5.67	5.21 / 1.26	0.46	-0.29 ***
Responsiveness to Diverse Populations		5.55 / 1.28			5.66 / 1.27		-0.11 *

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

National Group Means are based on 185252 records.

Institutional Summary
Items: In Order of Importance

Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
87. Cost as factor in decision to enroll.	6.49			6.35			
8. Classes are scheduled at times that are convenient for me.	6.44	5.58 / 1.50	0.86	6.46	5.56 / 1.50	0.90	0.02
15. I am able to register for classes I need with few conflicts.	6.32	5.54 / 1.48	0.78	6.43	5.57 / 1.51	0.86	-0.03
69. There is a good variety of courses provided on this campus.	6.31	5.53 / 1.47	0.78	6.37	5.79 / 1.37	0.58	-0.26 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.30	5.52 / 1.42	0.78	6.49	5.66 / 1.37	0.83	-0.14 **
70. I am able to experience intellectual growth here.	6.30	5.62 / 1.41	0.68	6.42	5.90 / 1.29	0.52	-0.28 ***
31. The campus is safe and secure for all students.	6.29	5.56 / 1.39	0.73	6.41	5.82 / 1.29	0.59	-0.26 ***
88. Financial aid as factor in decision to enroll.	6.29			6.10			
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.27	5.26 / 1.64	1.01	6.26	5.34 / 1.66	0.92	-0.08
32. My academic advisor is knowledgeable about my program requirements.	6.26	5.36 / 1.64	0.90	6.40	5.57 / 1.64	0.83	-0.21 ***
41. Admissions staff are knowledgeable.	6.25	5.37 / 1.55	0.88	6.27	5.58 / 1.44	0.69	-0.21 ***
6. My academic advisor is approachable.	6.24	5.57 / 1.54	0.67	6.32	5.59 / 1.62	0.73	-0.02
7. Adequate financial aid is available for most students.	6.23	5.28 / 1.61	0.95	6.31	5.41 / 1.66	0.90	-0.13 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.23	5.59 / 1.37	0.64	6.42	5.83 / 1.31	0.59	-0.24 ***
5. The personnel involved in registration are helpful.	6.22	5.42 / 1.51	0.80	6.25	5.50 / 1.56	0.75	-0.08
29. Faculty are fair and unbiased in their treatment of individual students.	6.22	5.43 / 1.48	0.79	6.34	5.57 / 1.49	0.77	-0.14 *

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Institutional Summary

Items: In Order of Importance

Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
68. On the whole, the campus is well-maintained.	6.22	5.68 / 1.42	0.54	6.27	5.96 / 1.27	0.31	-0.28 ***
66. Program requirements are clear and reasonable.	6.21	5.44 / 1.46	0.77	6.37	5.68 / 1.40	0.69	-0.24 ***
52. This school does whatever it can to help me reach my educational goals.	6.20	5.26 / 1.54	0.94	6.31	5.43 / 1.50	0.88	-0.17 **
65. Students are notified early in the term if they are doing poorly in a class.	6.17	4.94 / 1.77	1.23	6.23	5.12 / 1.73	1.11	-0.18 **
14. Library resources and services are adequate.	6.16	5.71 / 1.34	0.45	6.19	5.83 / 1.31	0.36	-0.12 *
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.16	5.33 / 1.53	0.83	6.27	5.59 / 1.44	0.68	-0.26 ***
46. Faculty provide timely feedback about student progress in a course.	6.16	5.24 / 1.54	0.92	6.31	5.45 / 1.50	0.86	-0.21 ***
61. Faculty are usually available after class and during office hours.	6.16	5.56 / 1.44	0.60	6.28	5.77 / 1.35	0.51	-0.21 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.15	5.10 / 1.65	1.05	6.21	5.21 / 1.68	1.00	-0.11
34. Computer labs are adequate and accessible.	6.15	5.54 / 1.49	0.61	6.25	5.82 / 1.37	0.43	-0.28 ***
43. Class change (drop/add) policies are reasonable.	6.14	5.45 / 1.44	0.69	6.20	5.66 / 1.44	0.54	-0.21 ***
51. There are convenient ways of paying my school bill.	6.14	5.41 / 1.52	0.73	6.26	5.67 / 1.45	0.59	-0.26 ***
12. My academic advisor helps me set goals to work toward.	6.13	5.25 / 1.67	0.88	6.12	5.25 / 1.74	0.87	0.00
20. Financial aid counselors are helpful.	6.13	5.07 / 1.70	1.06	6.21	5.29 / 1.68	0.92	-0.22 ***
39. The amount of student parking space on campus is adequate.	6.13	4.89 / 1.82	1.24	6.23	4.84 / 1.95	1.39	0.05

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Institutional Summary

Items: In Order of Importance

Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
36. Students are made to feel welcome on this campus.	6.12	5.54 / 1.40	0.58	6.26	5.77 / 1.34	0.49	-0.23 ***
42. The equipment in the lab facilities is kept up to date.	6.12	5.31 / 1.54	0.81	6.23	5.62 / 1.42	0.61	-0.31 ***
50. Tutoring services are readily available.	6.12	5.52 / 1.47	0.60	6.14	5.68 / 1.42	0.46	-0.16 **
21. There are a sufficient number of study areas on campus.	6.11	5.55 / 1.44	0.56	6.12	5.69 / 1.44	0.43	-0.14 **
25. My academic advisor is concerned about my success as an individual.	6.10	5.21 / 1.63	0.89	6.23	5.29 / 1.71	0.94	-0.08
24. Parking lots are well-lighted and secure.	6.09	5.26 / 1.58	0.83	6.19	5.42 / 1.57	0.77	-0.16 **
16. The college shows concern for students as individuals.	6.08	5.15 / 1.56	0.93	6.19	5.29 / 1.57	0.90	-0.14 *
60. Billing policies are reasonable.	6.08	5.21 / 1.55	0.87	6.18	5.54 / 1.45	0.64	-0.33 ***
23. Faculty are understanding of students' unique life circumstances.	6.07	5.31 / 1.51	0.76	6.25	5.41 / 1.54	0.84	-0.10
28. It is an enjoyable experience to be a student on this campus.	6.07	5.45 / 1.45	0.62	6.23	5.65 / 1.43	0.58	-0.20 ***
47. There are adequate services to help me decide upon a career.	6.06	5.21 / 1.53	0.85	6.16	5.41 / 1.50	0.75	-0.20 ***
48. Counseling staff care about students as individuals.	6.06	5.21 / 1.54	0.85	6.17	5.46 / 1.52	0.71	-0.25 ***
56. The business office is open during hours which are convenient for most students.	6.06	5.37 / 1.45	0.69	6.13	5.59 / 1.42	0.54	-0.22 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.05	5.42 / 1.32	0.63	6.19	5.52 / 1.37	0.67	-0.10
55. Academic support services adequately meet the needs of students.	6.05	5.26 / 1.43	0.79	6.15	5.50 / 1.41	0.65	-0.24 ***

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Institutional Summary

Items: In Order of Importance

Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
64. Nearly all classes deal with practical experiences and applications.	6.04	5.39 / 1.35	0.65	6.19	5.57 / 1.38	0.62	-0.18 ***
27. The campus staff are caring and helpful.	6.03	5.40 / 1.42	0.63	6.19	5.67 / 1.32	0.52	-0.27 ***
37. Faculty take into consideration student differences as they teach a course.	6.03	5.24 / 1.50	0.79	6.17	5.37 / 1.49	0.80	-0.13 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.03	5.22 / 1.51	0.81	6.10	5.41 / 1.48	0.69	-0.19 ***
53. The assessment and course placement procedures are reasonable.	6.03	5.31 / 1.36	0.72	6.16	5.55 / 1.41	0.61	-0.24 ***
54. Faculty are interested in my academic problems.	6.02	5.22 / 1.45	0.80	6.14	5.37 / 1.51	0.77	-0.15 **
89. Academic reputation as factor in decision to enroll.	6.01			5.94			
57. Administrators are approachable to students.	6.00	5.29 / 1.50	0.71	6.15	5.52 / 1.46	0.63	-0.23 ***
62. Bookstore staff are helpful.	5.99	5.46 / 1.48	0.53	6.12	5.73 / 1.44	0.39	-0.27 ***
2. Faculty care about me as an individual.	5.97	5.47 / 1.40	0.50	6.10	5.52 / 1.43	0.58	-0.05
11. Security staff respond quickly in emergencies.	5.97	5.04 / 1.47	0.93	6.11	5.28 / 1.49	0.83	-0.24 ***
26. Library staff are helpful and approachable.	5.97	5.56 / 1.36	0.41	6.06	5.78 / 1.35	0.28	-0.22 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.96	5.04 / 1.68	0.92	6.13	5.26 / 1.66	0.87	-0.22 ***
45. This institution has a good reputation within the community.	5.95	5.37 / 1.40	0.58	6.13	5.77 / 1.36	0.36	-0.40 ***
67. Channels for expressing student complaints are readily available.	5.94	4.97 / 1.60	0.97	6.04	5.08 / 1.69	0.96	-0.11

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Institutional Summary Items: In Order of Importance

Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
22. People on this campus respect and are supportive of each other.	5.93	5.28 / 1.44	0.65	6.11	5.52 / 1.39	0.59	-0.24 ***
59. New student orientation services help students adjust to college.	5.92	5.15 / 1.57	0.77	5.95	5.43 / 1.52	0.52	-0.28 ***
9. Internships or practical experiences are provided in my degree/certificate program.	5.89	4.84 / 1.60	1.05	6.03	5.17 / 1.62	0.86	-0.33 ***
30. The career services office provides students with the help they need to get a job.	5.88	4.99 / 1.45	0.89	6.04	5.25 / 1.50	0.79	-0.26 ***
4. Security staff are helpful.	5.87	5.19 / 1.58	0.68	5.78	5.30 / 1.55	0.48	-0.11
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.81	5.11 / 1.48	0.70	5.96	5.38 / 1.47	0.58	-0.27 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.75	5.25 / 1.49	0.50	5.84	5.50 / 1.45	0.34	-0.25 ***
44. I generally know what's happening on campus.	5.63	4.78 / 1.62	0.85	5.67	5.22 / 1.55	0.45	-0.44 ***
1. Most students feel a sense of belonging here.	5.56	5.32 / 1.39	0.24	5.66	5.43 / 1.39	0.23	-0.11 *
94. Campus appearance as factor in decision to enroll.	5.54			5.27			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.49			5.47			
93. Geographic setting as factor in decision to enroll.	5.37			5.58			
90. Size of institution as factor in decision to enroll.	5.29			5.21			
19. This campus provides effective support services for displaced homemakers.	5.15	4.77 / 1.39	0.38	5.39	5.00 / 1.47	0.39	-0.23 ***
17. Personnel in the Veterans' Services program are helpful.	5.11	4.76 / 1.50	0.35	5.22	4.98 / 1.49	0.24	-0.22 ***

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Institutional Summary
Items: In Order of Importance

Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
92. Recommendations from family/friends as factor in decision to enroll.	5.01			4.99			
10. Child care facilities are available on campus.	4.46	4.11 / 1.64	0.35	4.60	4.46 / 1.80	0.14	-0.35 ***
91. Opportunity to play sports as factor in decision to enroll.	3.54			3.56			
71. Campus item 1							
72. Campus item 2							
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.71 / 1.40			5.74 / 1.36		-0.03
82. Institution's commitment to evening students?		5.41 / 1.57			5.61 / 1.45		-0.20 ***
83. Institution's commitment to older, returning learners?		5.65 / 1.48			5.71 / 1.42		-0.06
84. Institution's commitment to under-represented populations?		5.39 / 1.47			5.59 / 1.41		-0.20 ***

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Institutional Summary
Items: In Order of Importance

Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		5.49 / 1.46			5.56 / 1.47		-0.07
86. Institution's commitment to students with disabilities?		5.66 / 1.43			5.72 / 1.40		-0.06

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

Institutional Summary

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

Scale/Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.18	5.30 / 1.28	0.88	6.26	5.42 / 1.36	0.84	-0.12 *
6. My academic advisor is approachable.	6.24	5.57 / 1.54	0.67	6.32	5.59 / 1.62	0.73	-0.02
12. My academic advisor helps me set goals to work toward.	6.13	5.25 / 1.67	0.88	6.12	5.25 / 1.74	0.87	0.00
25. My academic advisor is concerned about my success as an individual.	6.10	5.21 / 1.63	0.89	6.23	5.29 / 1.71	0.94	-0.08
32. My academic advisor is knowledgeable about my program requirements.	6.26	5.36 / 1.64	0.90	6.40	5.57 / 1.64	0.83	-0.21 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.27	5.26 / 1.64	1.01	6.26	5.34 / 1.66	0.92	-0.08
48. Counseling staff care about students as individuals.	6.06	5.21 / 1.54	0.85	6.17	5.46 / 1.52	0.71	-0.25 ***
52. This school does whatever it can to help me reach my educational goals.	6.20	5.26 / 1.54	0.94	6.31	5.43 / 1.50	0.88	-0.17 **

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.10	5.50 / 1.08	0.60	6.16	5.70 / 1.06	0.46	-0.20 ***
14. Library resources and services are adequate.	6.16	5.71 / 1.34	0.45	6.19	5.83 / 1.31	0.36	-0.12 *
21. There are a sufficient number of study areas on campus.	6.11	5.55 / 1.44	0.56	6.12	5.69 / 1.44	0.43	-0.14 **
26. Library staff are helpful and approachable.	5.97	5.56 / 1.36	0.41	6.06	5.78 / 1.35	0.28	-0.22 ***
34. Computer labs are adequate and accessible.	6.15	5.54 / 1.49	0.61	6.25	5.82 / 1.37	0.43	-0.28 ***
42. The equipment in the lab facilities is kept up to date.	6.12	5.31 / 1.54	0.81	6.23	5.62 / 1.42	0.61	-0.31 ***
50. Tutoring services are readily available.	6.12	5.52 / 1.47	0.60	6.14	5.68 / 1.42	0.46	-0.16 **
55. Academic support services adequately meet the needs of students.	6.05	5.26 / 1.43	0.79	6.15	5.50 / 1.41	0.65	-0.24 ***

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

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.10	5.19 / 1.23	0.91	6.18	5.38 / 1.27	0.80	-0.19 ***
7. Adequate financial aid is available for most students.	6.23	5.28 / 1.61	0.95	6.31	5.41 / 1.66	0.90	-0.13 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.15	5.10 / 1.65	1.05	6.21	5.21 / 1.68	1.00	-0.11
20. Financial aid counselors are helpful.	6.13	5.07 / 1.70	1.06	6.21	5.29 / 1.68	0.92	-0.22 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.81	5.11 / 1.48	0.70	5.96	5.38 / 1.47	0.58	-0.27 ***
41. Admissions staff are knowledgeable.	6.25	5.37 / 1.55	0.88	6.27	5.58 / 1.44	0.69	-0.21 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.03	5.22 / 1.51	0.81	6.10	5.41 / 1.48	0.69	-0.19 ***

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

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	5.98	5.27 / 1.11	0.71	6.10	5.50 / 1.12	0.60	-0.23 ***
1. Most students feel a sense of belonging here.	5.56	5.32 / 1.39	0.24	5.66	5.43 / 1.39	0.23	-0.11 *
2. Faculty care about me as an individual.	5.97	5.47 / 1.40	0.50	6.10	5.52 / 1.43	0.58	-0.05
16. The college shows concern for students as individuals.	6.08	5.15 / 1.56	0.93	6.19	5.29 / 1.57	0.90	-0.14 *
22. People on this campus respect and are supportive of each other.	5.93	5.28 / 1.44	0.65	6.11	5.52 / 1.39	0.59	-0.24 ***
27. The campus staff are caring and helpful.	6.03	5.40 / 1.42	0.63	6.19	5.67 / 1.32	0.52	-0.27 ***
28. It is an enjoyable experience to be a student on this campus.	6.07	5.45 / 1.45	0.62	6.23	5.65 / 1.43	0.58	-0.20 ***
31. The campus is safe and secure for all students.	6.29	5.56 / 1.39	0.73	6.41	5.82 / 1.29	0.59	-0.26 ***
36. Students are made to feel welcome on this campus.	6.12	5.54 / 1.40	0.58	6.26	5.77 / 1.34	0.49	-0.23 ***
44. I generally know what's happening on campus.	5.63	4.78 / 1.62	0.85	5.67	5.22 / 1.55	0.45	-0.44 ***
45. This institution has a good reputation within the community.	5.95	5.37 / 1.40	0.58	6.13	5.77 / 1.36	0.36	-0.40 ***
52. This school does whatever it can to help me reach my educational goals.	6.20	5.26 / 1.54	0.94	6.31	5.43 / 1.50	0.88	-0.17 **
57. Administrators are approachable to students.	6.00	5.29 / 1.50	0.71	6.15	5.52 / 1.46	0.63	-0.23 ***
59. New student orientation services help students adjust to college.	5.92	5.15 / 1.57	0.77	5.95	5.43 / 1.52	0.52	-0.28 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.96	5.04 / 1.68	0.92	6.13	5.26 / 1.66	0.87	-0.22 ***
67. Channels for expressing student complaints are readily available.	5.94	4.97 / 1.60	0.97	6.04	5.08 / 1.69	0.96	-0.11

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

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.52	4.92 / 1.18	0.60	5.67	5.21 / 1.26	0.46	-0.29 ***
10. Child care facilities are available on campus.	4.46	4.11 / 1.64	0.35	4.60	4.46 / 1.80	0.14	-0.35 ***
17. Personnel in the Veterans' Services program are helpful.	5.11	4.76 / 1.50	0.35	5.22	4.98 / 1.49	0.24	-0.22 ***
19. This campus provides effective support services for displaced homemakers.	5.15	4.77 / 1.39	0.38	5.39	5.00 / 1.47	0.39	-0.23 ***
30. The career services office provides students with the help they need to get a job.	5.88	4.99 / 1.45	0.89	6.04	5.25 / 1.50	0.79	-0.26 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.75	5.25 / 1.49	0.50	5.84	5.50 / 1.45	0.34	-0.25 ***
47. There are adequate services to help me decide upon a career.	6.06	5.21 / 1.53	0.85	6.16	5.41 / 1.50	0.75	-0.20 ***
59. New student orientation services help students adjust to college.	5.92	5.15 / 1.57	0.77	5.95	5.43 / 1.52	0.52	-0.28 ***

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

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.09	5.29 / 1.18	0.80	6.20	5.43 / 1.26	0.77	-0.14 **
2. Faculty care about me as an individual.	5.97	5.47 / 1.40	0.50	6.10	5.52 / 1.43	0.58	-0.05
16. The college shows concern for students as individuals.	6.08	5.15 / 1.56	0.93	6.19	5.29 / 1.57	0.90	-0.14 *
25. My academic advisor is concerned about my success as an individual.	6.10	5.21 / 1.63	0.89	6.23	5.29 / 1.71	0.94	-0.08
29. Faculty are fair and unbiased in their treatment of individual students.	6.22	5.43 / 1.48	0.79	6.34	5.57 / 1.49	0.77	-0.14 *
48. Counseling staff care about students as individuals.	6.06	5.21 / 1.54	0.85	6.17	5.46 / 1.52	0.71	-0.25 ***

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

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.16	5.40 / 1.10	0.76	6.29	5.58 / 1.11	0.71	-0.18 ***
2. Faculty care about me as an individual.	5.97	5.47 / 1.40	0.50	6.10	5.52 / 1.43	0.58	-0.05
18. The quality of instruction I receive in most of my classes is excellent.	6.30	5.52 / 1.42	0.78	6.49	5.66 / 1.37	0.83	-0.14 **
23. Faculty are understanding of students' unique life circumstances.	6.07	5.31 / 1.51	0.76	6.25	5.41 / 1.54	0.84	-0.10
29. Faculty are fair and unbiased in their treatment of individual students.	6.22	5.43 / 1.48	0.79	6.34	5.57 / 1.49	0.77	-0.14 *
37. Faculty take into consideration student differences as they teach a course.	6.03	5.24 / 1.50	0.79	6.17	5.37 / 1.49	0.80	-0.13 *
46. Faculty provide timely feedback about student progress in a course.	6.16	5.24 / 1.54	0.92	6.31	5.45 / 1.50	0.86	-0.21 ***
54. Faculty are interested in my academic problems.	6.02	5.22 / 1.45	0.80	6.14	5.37 / 1.51	0.77	-0.15 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.23	5.59 / 1.37	0.64	6.42	5.83 / 1.31	0.59	-0.24 ***
61. Faculty are usually available after class and during office hours.	6.16	5.56 / 1.44	0.60	6.28	5.77 / 1.35	0.51	-0.21 ***
64. Nearly all classes deal with practical experiences and applications.	6.04	5.39 / 1.35	0.65	6.19	5.57 / 1.38	0.62	-0.18 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.17	4.94 / 1.77	1.23	6.23	5.12 / 1.73	1.11	-0.18 **
66. Program requirements are clear and reasonable.	6.21	5.44 / 1.46	0.77	6.37	5.68 / 1.40	0.69	-0.24 ***

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

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-Main - 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.	6.31	5.53 / 1.47	0.78	6.37	5.79 / 1.37	0.58	-0.26 ***
70. I am able to experience intellectual growth here.	6.30	5.62 / 1.41	0.68	6.42	5.90 / 1.29	0.52	-0.28 ***

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

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.18	5.42 / 1.06	0.76	6.26	5.60 / 1.07	0.66	-0.18 ***
5. The personnel involved in registration are helpful.	6.22	5.42 / 1.51	0.80	6.25	5.50 / 1.56	0.75	-0.08
8. Classes are scheduled at times that are convenient for me.	6.44	5.58 / 1.50	0.86	6.46	5.56 / 1.50	0.90	0.02
15. I am able to register for classes I need with few conflicts.	6.32	5.54 / 1.48	0.78	6.43	5.57 / 1.51	0.86	-0.03
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.16	5.33 / 1.53	0.83	6.27	5.59 / 1.44	0.68	-0.26 ***
43. Class change (drop/add) policies are reasonable.	6.14	5.45 / 1.44	0.69	6.20	5.66 / 1.44	0.54	-0.21 ***
51. There are convenient ways of paying my school bill.	6.14	5.41 / 1.52	0.73	6.26	5.67 / 1.45	0.59	-0.26 ***
56. The business office is open during hours which are convenient for most students.	6.06	5.37 / 1.45	0.69	6.13	5.59 / 1.42	0.54	-0.22 ***
60. Billing policies are reasonable.	6.08	5.21 / 1.55	0.87	6.18	5.54 / 1.45	0.64	-0.33 ***
62. Bookstore staff are helpful.	5.99	5.46 / 1.48	0.53	6.12	5.73 / 1.44	0.39	-0.27 ***

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

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.55 / 1.28			5.66 / 1.27		-0.11 *
81. Institution's commitment to part-time students?		5.71 / 1.40			5.74 / 1.36		-0.03
82. Institution's commitment to evening students?		5.41 / 1.57			5.61 / 1.45		-0.20 ***
83. Institution's commitment to older, returning learners?		5.65 / 1.48			5.71 / 1.42		-0.06
84. Institution's commitment to under-represented populations?		5.39 / 1.47			5.59 / 1.41		-0.20 ***
85. Institution's commitment to commuters?		5.49 / 1.46			5.56 / 1.47		-0.07
86. Institution's commitment to students with disabilities?		5.66 / 1.43			5.72 / 1.40		-0.06

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

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.07	5.19 / 1.17	0.88	6.15	5.34 / 1.21	0.81	-0.15 ***
4. Security staff are helpful.	5.87	5.19 / 1.58	0.68	5.78	5.30 / 1.55	0.48	-0.11
11. Security staff respond quickly in emergencies.	5.97	5.04 / 1.47	0.93	6.11	5.28 / 1.49	0.83	-0.24 ***
24. Parking lots are well-lighted and secure.	6.09	5.26 / 1.58	0.83	6.19	5.42 / 1.57	0.77	-0.16 **
31. The campus is safe and secure for all students.	6.29	5.56 / 1.39	0.73	6.41	5.82 / 1.29	0.59	-0.26 ***
39. The amount of student parking space on campus is adequate.	6.13	4.89 / 1.82	1.24	6.23	4.84 / 1.95	1.39	0.05

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

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	5.97	5.25 / 1.11	0.72	6.08	5.48 / 1.12	0.60	-0.23 ***
5. The personnel involved in registration are helpful.	6.22	5.42 / 1.51	0.80	6.25	5.50 / 1.56	0.75	-0.08
22. People on this campus respect and are supportive of each other.	5.93	5.28 / 1.44	0.65	6.11	5.52 / 1.39	0.59	-0.24 ***
26. Library staff are helpful and approachable.	5.97	5.56 / 1.36	0.41	6.06	5.78 / 1.35	0.28	-0.22 ***
27. The campus staff are caring and helpful.	6.03	5.40 / 1.42	0.63	6.19	5.67 / 1.32	0.52	-0.27 ***
44. I generally know what's happening on campus.	5.63	4.78 / 1.62	0.85	5.67	5.22 / 1.55	0.45	-0.44 ***
57. Administrators are approachable to students.	6.00	5.29 / 1.50	0.71	6.15	5.52 / 1.46	0.63	-0.23 ***
62. Bookstore staff are helpful.	5.99	5.46 / 1.48	0.53	6.12	5.73 / 1.44	0.39	-0.27 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.96	5.04 / 1.68	0.92	6.13	5.26 / 1.66	0.87	-0.22 ***
67. Channels for expressing student complaints are readily available.	5.94	4.97 / 1.60	0.97	6.04	5.08 / 1.69	0.96	-0.11

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

National Group Means are based on 185252 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	5.98	5.36 / 1.16	0.62	6.11	5.56 / 1.18	0.55	-0.20 ***
1. Most students feel a sense of belonging here.	5.56	5.32 / 1.39	0.24	5.66	5.43 / 1.39	0.23	-0.11 *
16. The college shows concern for students as individuals.	6.08	5.15 / 1.56	0.93	6.19	5.29 / 1.57	0.90	-0.14 *
27. The campus staff are caring and helpful.	6.03	5.40 / 1.42	0.63	6.19	5.67 / 1.32	0.52	-0.27 ***
28. It is an enjoyable experience to be a student on this campus.	6.07	5.45 / 1.45	0.62	6.23	5.65 / 1.43	0.58	-0.20 ***
36. Students are made to feel welcome on this campus.	6.12	5.54 / 1.40	0.58	6.26	5.77 / 1.34	0.49	-0.23 ***
57. Administrators are approachable to students.	6.00	5.29 / 1.50	0.71	6.15	5.52 / 1.46	0.63	-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 185252 records.

Institutional Summary

Items: In Sequential Order

Item	Pulaski Technical College-Main - 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.	5.56	5.32 / 1.39	0.24	5.66	5.43 / 1.39	0.23	-0.11 *
2. Faculty care about me as an individual.	5.97	5.47 / 1.40	0.50	6.10	5.52 / 1.43	0.58	-0.05
3. The quality of instruction in the vocational/technical programs is excellent.	6.05	5.42 / 1.32	0.63	6.19	5.52 / 1.37	0.67	-0.10
4. Security staff are helpful.	5.87	5.19 / 1.58	0.68	5.78	5.30 / 1.55	0.48	-0.11
5. The personnel involved in registration are helpful.	6.22	5.42 / 1.51	0.80	6.25	5.50 / 1.56	0.75	-0.08
6. My academic advisor is approachable.	6.24	5.57 / 1.54	0.67	6.32	5.59 / 1.62	0.73	-0.02
7. Adequate financial aid is available for most students.	6.23	5.28 / 1.61	0.95	6.31	5.41 / 1.66	0.90	-0.13 *
8. Classes are scheduled at times that are convenient for me.	6.44	5.58 / 1.50	0.86	6.46	5.56 / 1.50	0.90	0.02
9. Internships or practical experiences are provided in my degree/certificate program.	5.89	4.84 / 1.60	1.05	6.03	5.17 / 1.62	0.86	-0.33 ***
10. Child care facilities are available on campus.	4.46	4.11 / 1.64	0.35	4.60	4.46 / 1.80	0.14	-0.35 ***
11. Security staff respond quickly in emergencies.	5.97	5.04 / 1.47	0.93	6.11	5.28 / 1.49	0.83	-0.24 ***
12. My academic advisor helps me set goals to work toward.	6.13	5.25 / 1.67	0.88	6.12	5.25 / 1.74	0.87	0.00
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.15	5.10 / 1.65	1.05	6.21	5.21 / 1.68	1.00	-0.11
14. Library resources and services are adequate.	6.16	5.71 / 1.34	0.45	6.19	5.83 / 1.31	0.36	-0.12 *
15. I am able to register for classes I need with few conflicts.	6.32	5.54 / 1.48	0.78	6.43	5.57 / 1.51	0.86	-0.03
16. The college shows concern for students as individuals.	6.08	5.15 / 1.56	0.93	6.19	5.29 / 1.57	0.90	-0.14 *

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

National Group Means are based on 185252 records.

Institutional Summary

Items: In Sequential Order

Item	Pulaski Technical College-Main - 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.	5.11	4.76 / 1.50	0.35	5.22	4.98 / 1.49	0.24	-0.22 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.30	5.52 / 1.42	0.78	6.49	5.66 / 1.37	0.83	-0.14 **
19. This campus provides effective support services for displaced homemakers.	5.15	4.77 / 1.39	0.38	5.39	5.00 / 1.47	0.39	-0.23 ***
20. Financial aid counselors are helpful.	6.13	5.07 / 1.70	1.06	6.21	5.29 / 1.68	0.92	-0.22 ***
21. There are a sufficient number of study areas on campus.	6.11	5.55 / 1.44	0.56	6.12	5.69 / 1.44	0.43	-0.14 **
22. People on this campus respect and are supportive of each other.	5.93	5.28 / 1.44	0.65	6.11	5.52 / 1.39	0.59	-0.24 ***
23. Faculty are understanding of students' unique life circumstances.	6.07	5.31 / 1.51	0.76	6.25	5.41 / 1.54	0.84	-0.10
24. Parking lots are well-lighted and secure.	6.09	5.26 / 1.58	0.83	6.19	5.42 / 1.57	0.77	-0.16 **
25. My academic advisor is concerned about my success as an individual.	6.10	5.21 / 1.63	0.89	6.23	5.29 / 1.71	0.94	-0.08
26. Library staff are helpful and approachable.	5.97	5.56 / 1.36	0.41	6.06	5.78 / 1.35	0.28	-0.22 ***
27. The campus staff are caring and helpful.	6.03	5.40 / 1.42	0.63	6.19	5.67 / 1.32	0.52	-0.27 ***
28. It is an enjoyable experience to be a student on this campus.	6.07	5.45 / 1.45	0.62	6.23	5.65 / 1.43	0.58	-0.20 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.22	5.43 / 1.48	0.79	6.34	5.57 / 1.49	0.77	-0.14 *
30. The career services office provides students with the help they need to get a job.	5.88	4.99 / 1.45	0.89	6.04	5.25 / 1.50	0.79	-0.26 ***
31. The campus is safe and secure for all students.	6.29	5.56 / 1.39	0.73	6.41	5.82 / 1.29	0.59	-0.26 ***

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

National Group Means are based on 185252 records.

Institutional Summary

Items: In Sequential Order

Item	Pulaski Technical College-Main - 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.	6.26	5.36 / 1.64	0.90	6.40	5.57 / 1.64	0.83	-0.21 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.81	5.11 / 1.48	0.70	5.96	5.38 / 1.47	0.58	-0.27 ***
34. Computer labs are adequate and accessible.	6.15	5.54 / 1.49	0.61	6.25	5.82 / 1.37	0.43	-0.28 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.16	5.33 / 1.53	0.83	6.27	5.59 / 1.44	0.68	-0.26 ***
36. Students are made to feel welcome on this campus.	6.12	5.54 / 1.40	0.58	6.26	5.77 / 1.34	0.49	-0.23 ***
37. Faculty take into consideration student differences as they teach a course.	6.03	5.24 / 1.50	0.79	6.17	5.37 / 1.49	0.80	-0.13 *
38. The student center is a comfortable place for students to spend their leisure time.	5.75	5.25 / 1.49	0.50	5.84	5.50 / 1.45	0.34	-0.25 ***
39. The amount of student parking space on campus is adequate.	6.13	4.89 / 1.82	1.24	6.23	4.84 / 1.95	1.39	0.05
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.27	5.26 / 1.64	1.01	6.26	5.34 / 1.66	0.92	-0.08
41. Admissions staff are knowledgeable.	6.25	5.37 / 1.55	0.88	6.27	5.58 / 1.44	0.69	-0.21 ***
42. The equipment in the lab facilities is kept up to date.	6.12	5.31 / 1.54	0.81	6.23	5.62 / 1.42	0.61	-0.31 ***
43. Class change (drop/add) policies are reasonable.	6.14	5.45 / 1.44	0.69	6.20	5.66 / 1.44	0.54	-0.21 ***
44. I generally know what's happening on campus.	5.63	4.78 / 1.62	0.85	5.67	5.22 / 1.55	0.45	-0.44 ***
45. This institution has a good reputation within the community.	5.95	5.37 / 1.40	0.58	6.13	5.77 / 1.36	0.36	-0.40 ***
46. Faculty provide timely feedback about student progress in a course.	6.16	5.24 / 1.54	0.92	6.31	5.45 / 1.50	0.86	-0.21 ***

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Institutional Summary

Items: In Sequential Order

Item	Pulaski Technical College-Main - 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.	6.06	5.21 / 1.53	0.85	6.16	5.41 / 1.50	0.75	-0.20 ***
48. Counseling staff care about students as individuals.	6.06	5.21 / 1.54	0.85	6.17	5.46 / 1.52	0.71	-0.25 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.03	5.22 / 1.51	0.81	6.10	5.41 / 1.48	0.69	-0.19 ***
50. Tutoring services are readily available.	6.12	5.52 / 1.47	0.60	6.14	5.68 / 1.42	0.46	-0.16 **
51. There are convenient ways of paying my school bill.	6.14	5.41 / 1.52	0.73	6.26	5.67 / 1.45	0.59	-0.26 ***
52. This school does whatever it can to help me reach my educational goals.	6.20	5.26 / 1.54	0.94	6.31	5.43 / 1.50	0.88	-0.17 **
53. The assessment and course placement procedures are reasonable.	6.03	5.31 / 1.36	0.72	6.16	5.55 / 1.41	0.61	-0.24 ***
54. Faculty are interested in my academic problems.	6.02	5.22 / 1.45	0.80	6.14	5.37 / 1.51	0.77	-0.15 **
55. Academic support services adequately meet the needs of students.	6.05	5.26 / 1.43	0.79	6.15	5.50 / 1.41	0.65	-0.24 ***
56. The business office is open during hours which are convenient for most students.	6.06	5.37 / 1.45	0.69	6.13	5.59 / 1.42	0.54	-0.22 ***
57. Administrators are approachable to students.	6.00	5.29 / 1.50	0.71	6.15	5.52 / 1.46	0.63	-0.23 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.23	5.59 / 1.37	0.64	6.42	5.83 / 1.31	0.59	-0.24 ***
59. New student orientation services help students adjust to college.	5.92	5.15 / 1.57	0.77	5.95	5.43 / 1.52	0.52	-0.28 ***
60. Billing policies are reasonable.	6.08	5.21 / 1.55	0.87	6.18	5.54 / 1.45	0.64	-0.33 ***
61. Faculty are usually available after class and during office hours.	6.16	5.56 / 1.44	0.60	6.28	5.77 / 1.35	0.51	-0.21 ***

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Institutional Summary

Items: In Sequential Order

Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	5.99	5.46 / 1.48	0.53	6.12	5.73 / 1.44	0.39	-0.27 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.96	5.04 / 1.68	0.92	6.13	5.26 / 1.66	0.87	-0.22 ***
64. Nearly all classes deal with practical experiences and applications.	6.04	5.39 / 1.35	0.65	6.19	5.57 / 1.38	0.62	-0.18 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.17	4.94 / 1.77	1.23	6.23	5.12 / 1.73	1.11	-0.18 **
66. Program requirements are clear and reasonable.	6.21	5.44 / 1.46	0.77	6.37	5.68 / 1.40	0.69	-0.24 ***
67. Channels for expressing student complaints are readily available.	5.94	4.97 / 1.60	0.97	6.04	5.08 / 1.69	0.96	-0.11
68. On the whole, the campus is well-maintained.	6.22	5.68 / 1.42	0.54	6.27	5.96 / 1.27	0.31	-0.28 ***
69. There is a good variety of courses provided on this campus.	6.31	5.53 / 1.47	0.78	6.37	5.79 / 1.37	0.58	-0.26 ***
70. I am able to experience intellectual growth here.	6.30	5.62 / 1.41	0.68	6.42	5.90 / 1.29	0.52	-0.28 ***
71. Campus item 1							
72. Campus item 2							
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							

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Institutional Summary

Items: In Sequential Order

Item	Pulaski Technical College-Main - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.71 / 1.40			5.74 / 1.36		-0.03
82. Institution's commitment to evening students?		5.41 / 1.57			5.61 / 1.45		-0.20 ***
83. Institution's commitment to older, returning learners?		5.65 / 1.48			5.71 / 1.42		-0.06
84. Institution's commitment to under-represented populations?		5.39 / 1.47			5.59 / 1.41		-0.20 ***
85. Institution's commitment to commuters?		5.49 / 1.46			5.56 / 1.47		-0.07
86. Institution's commitment to students with disabilities?		5.66 / 1.43			5.72 / 1.40		-0.06
87. Cost as factor in decision to enroll.	6.49			6.35			
88. Financial aid as factor in decision to enroll.	6.29			6.10			
89. Academic reputation as factor in decision to enroll.	6.01			5.94			
90. Size of institution as factor in decision to enroll.	5.29			5.21			
91. Opportunity to play sports as factor in decision to enroll.	3.54			3.56			
92. Recommendations from family/friends as factor in decision to enroll.	5.01			4.99			
93. Geographic setting as factor in decision to enroll.	5.37			5.58			
94. Campus appearance as factor in decision to enroll.	5.54			5.27			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.49			5.47			

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Institutional Summary

Summary Items

Summary Item	Pulaski Technical College-Main - 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: 5.02 1% 1% 5% 30% 28% 11% 21%	Average: 4.90 1% 1% 6% 33% 25% 13% 17%	0.12
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: 5.50 1% 2% 3% 14% 17% 39% 21%	Average: 5.55 1% 2% 5% 10% 15% 40% 23%	-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: 5.70 1% 4% 4% 7% 12% 32% 36%	Average: 5.78 2% 3% 3% 7% 10% 30% 41%	-0.08