

Demographics

Gender		N	%	Class Level		N	%
Female		468	62.07%	1 year or less		331	43.78%
Male		286	37.93%	2 years		268	35.45%
Total		754	100.00%	3 years		95	12.57%
No Response		26		4 or more years		62	8.20%
				Total		756	100.00%
				No Response		24	

Age		N	%	Current GPA		N	%
18 and under		94	12.45%	No credits earned		60	8.03%
19 to 24		367	48.61%	1.99 or below		16	2.14%
25 to 34		163	21.59%	2.0 - 2.49		77	10.31%
35 to 44		85	11.26%	2.5 - 2.99		134	17.94%
45 and over		46	6.09%	3.0 - 3.49		217	29.05%
Total		755	100.00%	3.5 or above		243	32.53%
No Response		25		Total		747	100.00%
				No Response		33	

Ethnicity/Race		N	%	Educational Goal		N	%
African-American		279	37.40%	Associate degree		352	47.12%
American Indian or Alaskan Native		10	1.34%	Vocational/technical program		22	2.95%
Asian or Pacific Islander		29	3.89%	Transfer to another institution		298	39.89%
Caucasian/White		288	38.61%	Certification (initial / renewal)		15	2.01%
Hispanic		61	8.18%	Self-improvement/pleasure		6	0.80%
Other race		34	4.56%	Job-related training		7	0.94%
Race - Prefer not to respond		45	6.03%	Other educational goal		47	6.29%
Total		746	100.00%	Total		747	100.00%
No Response		34		No Response		33	

Current Enrollment Status		N	%	Employment		N	%
Day		581	79.37%	Full-time off campus		298	39.42%
Evening		146	19.95%	Part-time off campus		263	34.79%
Weekend		5	0.68%	Full-time on campus		29	3.84%
Total		732	100.00%	Part-time on campus		21	2.78%
No Response		48		Not employed		145	19.18%
				Total		756	100.00%
				No Response		24	

Current Class Load		N	%
Full-time		498	66.22%
Part-time		254	33.78%
Total		752	100.00%
No Response		28	

Demographics

Current Residence	N	%	Institution Question 2	N	%
Residence hall	1	0.13%	Campus item 2 - Answer 1	0	0%
Own house	178	23.54%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	180	23.81%	Campus item 2 - Answer 3	0	0%
Parent's home	347	45.90%	Campus item 2 - Answer 4	0	0%
Other residence	50	6.61%	Campus item 2 - Answer 5	0	0%
Total	756	100.00%	Campus item 2 - Answer 6	0	0%
No Response	24		Total	0	100.00%
			No Response	780	

Residence Classification	N	%	Group Code	N	%
In-state	729	96.43%	1090	3	42.86%
Out-of-state	10	1.32%	1206	1	14.29%
International (not U.S. citizen)	17	2.25%	5442	1	14.29%
Total	756	100.00%	6660	1	14.29%
No Response	24		7419	1	14.29%
			Total	7	100.00%
			No Response	773	

Disabilities	N	%
Yes - Disability	105	13.93%
No - Disability	649	86.07%
Total	754	100.00%
No Response	26	

Institution Was My	N	%
1st choice	453	60.00%
2nd choice	203	26.89%
3rd choice or lower	99	13.11%
Total	755	100.00%
No Response	25	

Institution Question	N	%
Campus item - Answer 1	1	14.29%
Campus item - Answer 2	0	0.00%
Campus item - Answer 3	1	14.29%
Campus item - Answer 4	2	28.57%
Campus item - Answer 5	0	0.00%
Campus item - Answer 6	3	42.86%
Total	7	100.00%
No Response	773	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 18. The quality of instruction I receive in most of my classes is excellent.
- 31. The campus is safe and secure for all students.
- 70. I am able to experience intellectual growth here.
- 69. There is a good variety of courses provided on this campus.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 6. My academic advisor is approachable.
- 66. Program requirements are clear and reasonable.
- 61. Faculty are usually available after class and during office hours.
- 36. Students are made to feel welcome on this campus.
- 68. On the whole, the campus is well-maintained.
- 14. Library resources and services are adequate.
- 27. The campus staff are caring and helpful.
- 34. Computer labs are adequate and accessible.
- 50. Tutoring services are readily available.

Challenges

- 8. Classes are scheduled at times that are convenient for me.
- 15. I am able to register for classes I need with few conflicts.
- 32. My academic advisor is knowledgeable about my program requirements.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 52. This school does whatever it can to help me reach my educational goals.
- 24. Parking lots are well-lighted and secure.
- 7. Adequate financial aid is available for most students.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 46. Faculty provide timely feedback about student progress in a course.
- 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.
- 12. My academic advisor helps me set goals to work toward.
- 42. The equipment in the lab facilities is kept up to date.

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Community Colleges

- 8. Classes are scheduled at times that are convenient for me.
- 15. I am able to register for classes I need with few conflicts.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 31. The campus is safe and secure for all students.
- 70. I am able to experience intellectual growth here.
- 32. My academic advisor is knowledgeable about my program requirements.
- 69. There is a good variety of courses provided on this campus.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 52. This school does whatever it can to help me reach my educational goals.
- 24. Parking lots are well-lighted and secure.
- 7. Adequate financial aid is available for most students.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 51. There are convenient ways of paying my school bill.
- 41. Admissions staff are knowledgeable.
- 66. Program requirements are clear and reasonable.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 46. Faculty provide timely feedback about student progress in a course.
- 61. Faculty are usually available after class and during office hours.
- 20. Financial aid counselors are helpful.
- 5. The personnel involved in registration are helpful.
- 36. Students are made to feel welcome on this campus.
- 68. On the whole, the campus is well-maintained.
- 14. Library resources and services are adequate.
- 25. My academic advisor is concerned about my success as an individual.
- 27. The campus staff are caring and helpful.
- 34. Computer labs are adequate and accessible.
- 50. Tutoring services are readily available.
- 56. The business office is open during hours which are convenient for most students.
- 60. Billing policies are reasonable.
- 16. The college shows concern for students as individuals.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.

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	6.21	5.34 / 1.35	0.87	6.28	5.53 / 1.35	0.75	-0.19 ***
Registration Effectiveness	6.20	5.44 / 1.11	0.76	6.28	5.68 / 1.06	0.60	-0.24 ***
Instructional Effectiveness	6.18	5.46 / 1.12	0.72	6.31	5.65 / 1.11	0.66	-0.19 ***
Safety and Security	6.17	5.32 / 1.16	0.85	6.21	5.49 / 1.19	0.72	-0.17 ***
Admissions and Financial Aid	6.13	5.14 / 1.26	0.99	6.21	5.48 / 1.26	0.73	-0.34 ***
Concern for the Individual	6.12	5.33 / 1.22	0.79	6.23	5.52 / 1.25	0.71	-0.19 ***
Academic Services	6.11	5.54 / 1.09	0.57	6.21	5.80 / 1.05	0.41	-0.26 ***
Student Centeredness	6.04	5.43 / 1.15	0.61	6.16	5.65 / 1.17	0.51	-0.22 ***
Campus Climate	6.03	5.36 / 1.11	0.67	6.15	5.60 / 1.11	0.55	-0.24 ***
Service Excellence	6.01	5.35 / 1.11	0.66	6.12	5.59 / 1.11	0.53	-0.24 ***
Campus Support Services	5.58	5.00 / 1.21	0.58	5.78	5.33 / 1.27	0.45	-0.33 ***
Responsiveness to Diverse Populations		5.61 / 1.31			5.74 / 1.27		-0.13 **

* 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 142906 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.	6.59			6.35			
8. Classes are scheduled at times that are convenient for me.	6.45	5.46 / 1.63	0.99	6.44	5.62 / 1.48	0.82	-0.16 **
15. I am able to register for classes I need with few conflicts.	6.38	5.43 / 1.53	0.95	6.42	5.66 / 1.48	0.76	-0.23 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.35	5.54 / 1.48	0.81	6.48	5.68 / 1.37	0.80	-0.14 **
31. The campus is safe and secure for all students.	6.33	5.63 / 1.41	0.70	6.44	5.90 / 1.27	0.54	-0.27 ***
70. I am able to experience intellectual growth here.	6.32	5.73 / 1.38	0.59	6.44	5.98 / 1.27	0.46	-0.25 ***
32. My academic advisor is knowledgeable about my program requirements.	6.31	5.39 / 1.67	0.92	6.41	5.65 / 1.61	0.76	-0.26 ***
69. There is a good variety of courses provided on this campus.	6.30	5.67 / 1.38	0.63	6.39	5.87 / 1.35	0.52	-0.20 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.29	5.67 / 1.37	0.62	6.43	5.89 / 1.30	0.54	-0.22 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.28	5.32 / 1.65	0.96	6.29	5.46 / 1.64	0.83	-0.14 *
52. This school does whatever it can to help me reach my educational goals.	6.27	5.30 / 1.57	0.97	6.32	5.53 / 1.49	0.79	-0.23 ***
6. My academic advisor is approachable.	6.26	5.63 / 1.55	0.63	6.34	5.70 / 1.58	0.64	-0.07
7. Adequate financial aid is available for most students.	6.26	5.11 / 1.71	1.15	6.30	5.43 / 1.65	0.87	-0.32 ***
24. Parking lots are well-lighted and secure.	6.26	5.31 / 1.59	0.95	6.22	5.52 / 1.55	0.70	-0.21 ***
88. Financial aid as factor in decision to enroll.	6.26			6.10			

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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	
29. Faculty are fair and unbiased in their treatment of individual students.	6.24	5.46 / 1.50	0.78	6.36	5.65 / 1.48	0.71	-0.19 ***
51. There are convenient ways of paying my school bill.	6.23	5.43 / 1.58	0.80	6.30	5.75 / 1.44	0.55	-0.32 ***
41. Admissions staff are knowledgeable.	6.21	5.42 / 1.44	0.79	6.31	5.70 / 1.41	0.61	-0.28 ***
66. Program requirements are clear and reasonable.	6.21	5.54 / 1.42	0.67	6.38	5.77 / 1.38	0.61	-0.23 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.20	4.95 / 1.79	1.25	6.21	5.27 / 1.67	0.94	-0.32 ***
46. Faculty provide timely feedback about student progress in a course.	6.20	5.27 / 1.57	0.93	6.32	5.53 / 1.49	0.79	-0.26 ***
61. Faculty are usually available after class and during office hours.	6.20	5.67 / 1.39	0.53	6.30	5.84 / 1.33	0.46	-0.17 ***
5. The personnel involved in registration are helpful.	6.19	5.34 / 1.61	0.85	6.28	5.61 / 1.52	0.67	-0.27 ***
20. Financial aid counselors are helpful.	6.19	4.95 / 1.81	1.24	6.23	5.37 / 1.66	0.86	-0.42 ***
39. The amount of student parking space on campus is adequate.	6.19	5.05 / 1.80	1.14	6.24	5.07 / 1.88	1.17	-0.02
36. Students are made to feel welcome on this campus.	6.18	5.62 / 1.40	0.56	6.30	5.87 / 1.32	0.43	-0.25 ***
68. On the whole, the campus is well-maintained.	6.18	5.69 / 1.41	0.49	6.31	6.03 / 1.24	0.28	-0.34 ***
14. Library resources and services are adequate.	6.17	5.69 / 1.37	0.48	6.24	5.91 / 1.29	0.33	-0.22 ***
25. My academic advisor is concerned about my success as an individual.	6.16	5.25 / 1.71	0.91	6.24	5.39 / 1.70	0.85	-0.14 *
27. The campus staff are caring and helpful.	6.16	5.57 / 1.36	0.59	6.23	5.78 / 1.30	0.45	-0.21 ***

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National Group Means are based on 142906 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	
34. Computer labs are adequate and accessible.	6.16	5.65 / 1.49	0.51	6.28	5.91 / 1.33	0.37	-0.26 ***
23. Faculty are understanding of students' unique life circumstances.	6.15	5.42 / 1.52	0.73	6.27	5.50 / 1.53	0.77	-0.08
50. Tutoring services are readily available.	6.14	5.58 / 1.49	0.56	6.21	5.79 / 1.40	0.42	-0.21 ***
56. The business office is open during hours which are convenient for most students.	6.14	5.31 / 1.56	0.83	6.16	5.66 / 1.40	0.50	-0.35 ***
60. Billing policies are reasonable.	6.14	5.36 / 1.55	0.78	6.22	5.63 / 1.44	0.59	-0.27 ***
16. The college shows concern for students as individuals.	6.13	5.15 / 1.59	0.98	6.20	5.40 / 1.55	0.80	-0.25 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.13	5.47 / 1.47	0.66	6.29	5.66 / 1.42	0.63	-0.19 ***
12. My academic advisor helps me set goals to work toward.	6.12	5.23 / 1.77	0.89	6.15	5.35 / 1.73	0.80	-0.12
42. The equipment in the lab facilities is kept up to date.	6.12	5.20 / 1.60	0.92	6.26	5.69 / 1.40	0.57	-0.49 ***
28. It is an enjoyable experience to be a student on this campus.	6.11	5.50 / 1.46	0.61	6.25	5.73 / 1.42	0.52	-0.23 ***
43. Class change (drop/add) policies are reasonable.	6.11	5.60 / 1.43	0.51	6.23	5.74 / 1.42	0.49	-0.14 **
37. Faculty take into consideration student differences as they teach a course.	6.10	5.30 / 1.53	0.80	6.19	5.45 / 1.50	0.74	-0.15 **
55. Academic support services adequately meet the needs of students.	6.10	5.34 / 1.46	0.76	6.20	5.61 / 1.40	0.59	-0.27 ***
57. Administrators are approachable to students.	6.10	5.34 / 1.49	0.76	6.18	5.62 / 1.45	0.56	-0.28 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.10	5.01 / 1.74	1.09	6.24	5.22 / 1.72	1.02	-0.21 **

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National Group Means are based on 142906 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	
11. Security staff respond quickly in emergencies.	6.09	5.23 / 1.46	0.86	6.20	5.45 / 1.46	0.75	-0.22 ***
21. There are a sufficient number of study areas on campus.	6.09	5.63 / 1.44	0.46	6.18	5.80 / 1.41	0.38	-0.17 **
3. The quality of instruction in the vocational/technical programs is excellent.	6.08	5.37 / 1.44	0.71	6.21	5.58 / 1.35	0.63	-0.21 ***
48. Counseling staff care about students as individuals.	6.07	5.26 / 1.54	0.81	6.22	5.59 / 1.49	0.63	-0.33 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.06	5.24 / 1.52	0.82	6.16	5.54 / 1.46	0.62	-0.30 ***
54. Faculty are interested in my academic problems.	6.06	5.29 / 1.51	0.77	6.16	5.46 / 1.51	0.70	-0.17 **
62. Bookstore staff are helpful.	6.05	5.56 / 1.48	0.49	6.15	5.82 / 1.41	0.33	-0.26 ***
47. There are adequate services to help me decide upon a career.	6.03	5.16 / 1.56	0.87	6.19	5.51 / 1.49	0.68	-0.35 ***
53. The assessment and course placement procedures are reasonable.	6.03	5.38 / 1.43	0.65	6.19	5.64 / 1.39	0.55	-0.26 ***
26. Library staff are helpful and approachable.	6.02	5.70 / 1.32	0.32	6.11	5.87 / 1.32	0.24	-0.17 ***
64. Nearly all classes deal with practical experiences and applications.	6.02	5.37 / 1.44	0.65	6.21	5.63 / 1.38	0.58	-0.26 ***
22. People on this campus respect and are supportive of each other.	6.01	5.37 / 1.45	0.64	6.16	5.66 / 1.36	0.50	-0.29 ***
2. Faculty care about me as an individual.	5.99	5.51 / 1.40	0.48	6.12	5.59 / 1.41	0.53	-0.08
45. This institution has a good reputation within the community.	5.98	5.35 / 1.51	0.63	6.18	5.86 / 1.33	0.32	-0.51 ***
4. Security staff are helpful.	5.97	5.35 / 1.56	0.62	5.93	5.48 / 1.51	0.45	-0.13 *

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 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 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	
67. Channels for expressing student complaints are readily available.	5.97	5.18 / 1.58	0.79	6.08	5.20 / 1.69	0.88	-0.02
63. I seldom get the "run-around" when seeking information on this campus.	5.96	5.00 / 1.71	0.96	6.13	5.36 / 1.63	0.77	-0.36 ***
59. New student orientation services help students adjust to college.	5.92	5.31 / 1.52	0.61	6.03	5.54 / 1.51	0.49	-0.23 ***
89. Academic reputation as factor in decision to enroll.	5.89			5.97			
9. Internships or practical experiences are provided in my degree/certificate program.	5.87	4.73 / 1.72	1.14	6.06	5.24 / 1.63	0.82	-0.51 ***
30. The career services office provides students with the help they need to get a job.	5.85	5.02 / 1.48	0.83	6.10	5.40 / 1.49	0.70	-0.38 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.85	5.17 / 1.50	0.68	6.04	5.52 / 1.45	0.52	-0.35 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.83	5.41 / 1.45	0.42	5.93	5.65 / 1.41	0.28	-0.24 ***
44. I generally know what's happening on campus.	5.68	5.10 / 1.55	0.58	5.75	5.30 / 1.57	0.45	-0.20 ***
1. Most students feel a sense of belonging here.	5.61	5.42 / 1.43	0.19	5.78	5.52 / 1.37	0.26	-0.10 *
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.52			5.51			
19. This campus provides effective support services for displaced homemakers.	5.39	4.86 / 1.48	0.53	5.57	5.15 / 1.49	0.42	-0.29 ***
94. Campus appearance as factor in decision to enroll.	5.37			5.32			
93. Geographic setting as factor in decision to enroll.	5.33			5.61			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 142906 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	
90. Size of institution as factor in decision to enroll.	5.21			5.25			
17. Personnel in the Veterans' Services program are helpful.	5.17	4.77 / 1.52	0.40	5.46	5.14 / 1.51	0.32	-0.37 ***
92. Recommendations from family/friends as factor in decision to enroll.	4.98			5.08			
10. Child care facilities are available on campus.	4.65	4.25 / 1.74	0.40	4.81	4.53 / 1.87	0.28	-0.28 ***
91. Opportunity to play sports as factor in decision to enroll.	3.69			3.75			
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?		5.76 / 1.44			5.81 / 1.35		-0.05
82. Institution's commitment to evening students?		5.53 / 1.58			5.67 / 1.44		-0.14 *
83. Institution's commitment to older, returning learners?		5.61 / 1.49			5.78 / 1.41		-0.17 **

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

National Group Means are based on 142906 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	
84. Institution's commitment to under-represented populations?		5.53 / 1.46			5.69 / 1.40		-0.16 **
85. Institution's commitment to commuters?		5.59 / 1.46			5.66 / 1.44		-0.07
86. Institution's commitment to students with disabilities?		5.64 / 1.44			5.82 / 1.38		-0.18 **

National Group Means are based on 142906 records.

* Difference statistically significant at the .05 level
 ** 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	6.21	5.34 / 1.35	0.87	6.28	5.53 / 1.35	0.75	-0.19 ***
6. My academic advisor is approachable.	6.26	5.63 / 1.55	0.63	6.34	5.70 / 1.58	0.64	-0.07
12. My academic advisor helps me set goals to work toward.	6.12	5.23 / 1.77	0.89	6.15	5.35 / 1.73	0.80	-0.12
25. My academic advisor is concerned about my success as an individual.	6.16	5.25 / 1.71	0.91	6.24	5.39 / 1.70	0.85	-0.14 *
32. My academic advisor is knowledgeable about my program requirements.	6.31	5.39 / 1.67	0.92	6.41	5.65 / 1.61	0.76	-0.26 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.28	5.32 / 1.65	0.96	6.29	5.46 / 1.64	0.83	-0.14 *
48. Counseling staff care about students as individuals.	6.07	5.26 / 1.54	0.81	6.22	5.59 / 1.49	0.63	-0.33 ***
52. This school does whatever it can to help me reach my educational goals.	6.27	5.30 / 1.57	0.97	6.32	5.53 / 1.49	0.79	-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 142906 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	6.11	5.54 / 1.09	0.57	6.21	5.80 / 1.05	0.41	-0.26 ***
14. Library resources and services are adequate.	6.17	5.69 / 1.37	0.48	6.24	5.91 / 1.29	0.33	-0.22 ***
21. There are a sufficient number of study areas on campus.	6.09	5.63 / 1.44	0.46	6.18	5.80 / 1.41	0.38	-0.17 **
26. Library staff are helpful and approachable.	6.02	5.70 / 1.32	0.32	6.11	5.87 / 1.32	0.24	-0.17 ***
34. Computer labs are adequate and accessible.	6.16	5.65 / 1.49	0.51	6.28	5.91 / 1.33	0.37	-0.26 ***
42. The equipment in the lab facilities is kept up to date.	6.12	5.20 / 1.60	0.92	6.26	5.69 / 1.40	0.57	-0.49 ***
50. Tutoring services are readily available.	6.14	5.58 / 1.49	0.56	6.21	5.79 / 1.40	0.42	-0.21 ***
55. Academic support services adequately meet the needs of students.	6.10	5.34 / 1.46	0.76	6.20	5.61 / 1.40	0.59	-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 142906 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	6.13	5.14 / 1.26	0.99	6.21	5.48 / 1.26	0.73	-0.34 ***
7. Adequate financial aid is available for most students.	6.26	5.11 / 1.71	1.15	6.30	5.43 / 1.65	0.87	-0.32 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.20	4.95 / 1.79	1.25	6.21	5.27 / 1.67	0.94	-0.32 ***
20. Financial aid counselors are helpful.	6.19	4.95 / 1.81	1.24	6.23	5.37 / 1.66	0.86	-0.42 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.85	5.17 / 1.50	0.68	6.04	5.52 / 1.45	0.52	-0.35 ***
41. Admissions staff are knowledgeable.	6.21	5.42 / 1.44	0.79	6.31	5.70 / 1.41	0.61	-0.28 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.06	5.24 / 1.52	0.82	6.16	5.54 / 1.46	0.62	-0.30 ***

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

National Group Means are based on 142906 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	6.03	5.36 / 1.11	0.67	6.15	5.60 / 1.11	0.55	-0.24 ***
1. Most students feel a sense of belonging here.	5.61	5.42 / 1.43	0.19	5.78	5.52 / 1.37	0.26	-0.10 *
2. Faculty care about me as an individual.	5.99	5.51 / 1.40	0.48	6.12	5.59 / 1.41	0.53	-0.08
16. The college shows concern for students as individuals.	6.13	5.15 / 1.59	0.98	6.20	5.40 / 1.55	0.80	-0.25 ***
22. People on this campus respect and are supportive of each other.	6.01	5.37 / 1.45	0.64	6.16	5.66 / 1.36	0.50	-0.29 ***
27. The campus staff are caring and helpful.	6.16	5.57 / 1.36	0.59	6.23	5.78 / 1.30	0.45	-0.21 ***
28. It is an enjoyable experience to be a student on this campus.	6.11	5.50 / 1.46	0.61	6.25	5.73 / 1.42	0.52	-0.23 ***
31. The campus is safe and secure for all students.	6.33	5.63 / 1.41	0.70	6.44	5.90 / 1.27	0.54	-0.27 ***
36. Students are made to feel welcome on this campus.	6.18	5.62 / 1.40	0.56	6.30	5.87 / 1.32	0.43	-0.25 ***
44. I generally know what's happening on campus.	5.68	5.10 / 1.55	0.58	5.75	5.30 / 1.57	0.45	-0.20 ***
45. This institution has a good reputation within the community.	5.98	5.35 / 1.51	0.63	6.18	5.86 / 1.33	0.32	-0.51 ***
52. This school does whatever it can to help me reach my educational goals.	6.27	5.30 / 1.57	0.97	6.32	5.53 / 1.49	0.79	-0.23 ***
57. Administrators are approachable to students.	6.10	5.34 / 1.49	0.76	6.18	5.62 / 1.45	0.56	-0.28 ***
59. New student orientation services help students adjust to college.	5.92	5.31 / 1.52	0.61	6.03	5.54 / 1.51	0.49	-0.23 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.96	5.00 / 1.71	0.96	6.13	5.36 / 1.63	0.77	-0.36 ***
67. Channels for expressing student complaints are readily available.	5.97	5.18 / 1.58	0.79	6.08	5.20 / 1.69	0.88	-0.02

* 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 142906 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	5.58	5.00 / 1.21	0.58	5.78	5.33 / 1.27	0.45	-0.33 ***
10. Child care facilities are available on campus.	4.65	4.25 / 1.74	0.40	4.81	4.53 / 1.87	0.28	-0.28 ***
17. Personnel in the Veterans' Services program are helpful.	5.17	4.77 / 1.52	0.40	5.46	5.14 / 1.51	0.32	-0.37 ***
19. This campus provides effective support services for displaced homemakers.	5.39	4.86 / 1.48	0.53	5.57	5.15 / 1.49	0.42	-0.29 ***
30. The career services office provides students with the help they need to get a job.	5.85	5.02 / 1.48	0.83	6.10	5.40 / 1.49	0.70	-0.38 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.83	5.41 / 1.45	0.42	5.93	5.65 / 1.41	0.28	-0.24 ***
47. There are adequate services to help me decide upon a career.	6.03	5.16 / 1.56	0.87	6.19	5.51 / 1.49	0.68	-0.35 ***
59. New student orientation services help students adjust to college.	5.92	5.31 / 1.52	0.61	6.03	5.54 / 1.51	0.49	-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 142906 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	6.12	5.33 / 1.22	0.79	6.23	5.52 / 1.25	0.71	-0.19 ***
2. Faculty care about me as an individual.	5.99	5.51 / 1.40	0.48	6.12	5.59 / 1.41	0.53	-0.08
16. The college shows concern for students as individuals.	6.13	5.15 / 1.59	0.98	6.20	5.40 / 1.55	0.80	-0.25 ***
25. My academic advisor is concerned about my success as an individual.	6.16	5.25 / 1.71	0.91	6.24	5.39 / 1.70	0.85	-0.14 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.24	5.46 / 1.50	0.78	6.36	5.65 / 1.48	0.71	-0.19 ***
48. Counseling staff care about students as individuals.	6.07	5.26 / 1.54	0.81	6.22	5.59 / 1.49	0.63	-0.33 ***

* 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 142906 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	6.18	5.46 / 1.12	0.72	6.31	5.65 / 1.11	0.66	-0.19 ***
2. Faculty care about me as an individual.	5.99	5.51 / 1.40	0.48	6.12	5.59 / 1.41	0.53	-0.08
18. The quality of instruction I receive in most of my classes is excellent.	6.35	5.54 / 1.48	0.81	6.48	5.68 / 1.37	0.80	-0.14 **
23. Faculty are understanding of students' unique life circumstances.	6.15	5.42 / 1.52	0.73	6.27	5.50 / 1.53	0.77	-0.08
29. Faculty are fair and unbiased in their treatment of individual students.	6.24	5.46 / 1.50	0.78	6.36	5.65 / 1.48	0.71	-0.19 ***
37. Faculty take into consideration student differences as they teach a course.	6.10	5.30 / 1.53	0.80	6.19	5.45 / 1.50	0.74	-0.15 **
46. Faculty provide timely feedback about student progress in a course.	6.20	5.27 / 1.57	0.93	6.32	5.53 / 1.49	0.79	-0.26 ***
54. Faculty are interested in my academic problems.	6.06	5.29 / 1.51	0.77	6.16	5.46 / 1.51	0.70	-0.17 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.29	5.67 / 1.37	0.62	6.43	5.89 / 1.30	0.54	-0.22 ***
61. Faculty are usually available after class and during office hours.	6.20	5.67 / 1.39	0.53	6.30	5.84 / 1.33	0.46	-0.17 ***
64. Nearly all classes deal with practical experiences and applications.	6.02	5.37 / 1.44	0.65	6.21	5.63 / 1.38	0.58	-0.26 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.10	5.01 / 1.74	1.09	6.24	5.22 / 1.72	1.02	-0.21 **
66. Program requirements are clear and reasonable.	6.21	5.54 / 1.42	0.67	6.38	5.77 / 1.38	0.61	-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 142906 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.	6.30	5.67 / 1.38	0.63	6.39	5.87 / 1.35	0.52	-0.20 ***
70. I am able to experience intellectual growth here.	6.32	5.73 / 1.38	0.59	6.44	5.98 / 1.27	0.46	-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 142906 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	6.20	5.44 / 1.11	0.76	6.28	5.68 / 1.06	0.60	-0.24 ***
5. The personnel involved in registration are helpful.	6.19	5.34 / 1.61	0.85	6.28	5.61 / 1.52	0.67	-0.27 ***
8. Classes are scheduled at times that are convenient for me.	6.45	5.46 / 1.63	0.99	6.44	5.62 / 1.48	0.82	-0.16 **
15. I am able to register for classes I need with few conflicts.	6.38	5.43 / 1.53	0.95	6.42	5.66 / 1.48	0.76	-0.23 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.13	5.47 / 1.47	0.66	6.29	5.66 / 1.42	0.63	-0.19 ***
43. Class change (drop/add) policies are reasonable.	6.11	5.60 / 1.43	0.51	6.23	5.74 / 1.42	0.49	-0.14 **
51. There are convenient ways of paying my school bill.	6.23	5.43 / 1.58	0.80	6.30	5.75 / 1.44	0.55	-0.32 ***
56. The business office is open during hours which are convenient for most students.	6.14	5.31 / 1.56	0.83	6.16	5.66 / 1.40	0.50	-0.35 ***
60. Billing policies are reasonable.	6.14	5.36 / 1.55	0.78	6.22	5.63 / 1.44	0.59	-0.27 ***
62. Bookstore staff are helpful.	6.05	5.56 / 1.48	0.49	6.15	5.82 / 1.41	0.33	-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 142906 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		5.61 / 1.31			5.74 / 1.27		-0.13 **
81. Institution's commitment to part-time students?		5.76 / 1.44			5.81 / 1.35		-0.05
82. Institution's commitment to evening students?		5.53 / 1.58			5.67 / 1.44		-0.14 *
83. Institution's commitment to older, returning learners?		5.61 / 1.49			5.78 / 1.41		-0.17 **
84. Institution's commitment to under-represented populations?		5.53 / 1.46			5.69 / 1.40		-0.16 **
85. Institution's commitment to commuters?		5.59 / 1.46			5.66 / 1.44		-0.07
86. Institution's commitment to students with disabilities?		5.64 / 1.44			5.82 / 1.38		-0.18 **

* 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 142906 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	6.17	5.32 / 1.16	0.85	6.21	5.49 / 1.19	0.72	-0.17 ***
4. Security staff are helpful.	5.97	5.35 / 1.56	0.62	5.93	5.48 / 1.51	0.45	-0.13 *
11. Security staff respond quickly in emergencies.	6.09	5.23 / 1.46	0.86	6.20	5.45 / 1.46	0.75	-0.22 ***
24. Parking lots are well-lighted and secure.	6.26	5.31 / 1.59	0.95	6.22	5.52 / 1.55	0.70	-0.21 ***
31. The campus is safe and secure for all students.	6.33	5.63 / 1.41	0.70	6.44	5.90 / 1.27	0.54	-0.27 ***
39. The amount of student parking space on campus is adequate.	6.19	5.05 / 1.80	1.14	6.24	5.07 / 1.88	1.17	-0.02

* 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 142906 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	6.01	5.35 / 1.11	0.66	6.12	5.59 / 1.11	0.53	-0.24 ***
5. The personnel involved in registration are helpful.	6.19	5.34 / 1.61	0.85	6.28	5.61 / 1.52	0.67	-0.27 ***
22. People on this campus respect and are supportive of each other.	6.01	5.37 / 1.45	0.64	6.16	5.66 / 1.36	0.50	-0.29 ***
26. Library staff are helpful and approachable.	6.02	5.70 / 1.32	0.32	6.11	5.87 / 1.32	0.24	-0.17 ***
27. The campus staff are caring and helpful.	6.16	5.57 / 1.36	0.59	6.23	5.78 / 1.30	0.45	-0.21 ***
44. I generally know what's happening on campus.	5.68	5.10 / 1.55	0.58	5.75	5.30 / 1.57	0.45	-0.20 ***
57. Administrators are approachable to students.	6.10	5.34 / 1.49	0.76	6.18	5.62 / 1.45	0.56	-0.28 ***
62. Bookstore staff are helpful.	6.05	5.56 / 1.48	0.49	6.15	5.82 / 1.41	0.33	-0.26 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.96	5.00 / 1.71	0.96	6.13	5.36 / 1.63	0.77	-0.36 ***
67. Channels for expressing student complaints are readily available.	5.97	5.18 / 1.58	0.79	6.08	5.20 / 1.69	0.88	-0.02

* 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 142906 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	6.04	5.43 / 1.15	0.61	6.16	5.65 / 1.17	0.51	-0.22 ***
1. Most students feel a sense of belonging here.	5.61	5.42 / 1.43	0.19	5.78	5.52 / 1.37	0.26	-0.10 *
16. The college shows concern for students as individuals.	6.13	5.15 / 1.59	0.98	6.20	5.40 / 1.55	0.80	-0.25 ***
27. The campus staff are caring and helpful.	6.16	5.57 / 1.36	0.59	6.23	5.78 / 1.30	0.45	-0.21 ***
28. It is an enjoyable experience to be a student on this campus.	6.11	5.50 / 1.46	0.61	6.25	5.73 / 1.42	0.52	-0.23 ***
36. Students are made to feel welcome on this campus.	6.18	5.62 / 1.40	0.56	6.30	5.87 / 1.32	0.43	-0.25 ***
57. Administrators are approachable to students.	6.10	5.34 / 1.49	0.76	6.18	5.62 / 1.45	0.56	-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 142906 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.	5.61	5.42 / 1.43	0.19	5.78	5.52 / 1.37	0.26	-0.10 *
2. Faculty care about me as an individual.	5.99	5.51 / 1.40	0.48	6.12	5.59 / 1.41	0.53	-0.08
3. The quality of instruction in the vocational/technical programs is excellent.	6.08	5.37 / 1.44	0.71	6.21	5.58 / 1.35	0.63	-0.21 ***
4. Security staff are helpful.	5.97	5.35 / 1.56	0.62	5.93	5.48 / 1.51	0.45	-0.13 *
5. The personnel involved in registration are helpful.	6.19	5.34 / 1.61	0.85	6.28	5.61 / 1.52	0.67	-0.27 ***
6. My academic advisor is approachable.	6.26	5.63 / 1.55	0.63	6.34	5.70 / 1.58	0.64	-0.07
7. Adequate financial aid is available for most students.	6.26	5.11 / 1.71	1.15	6.30	5.43 / 1.65	0.87	-0.32 ***
8. Classes are scheduled at times that are convenient for me.	6.45	5.46 / 1.63	0.99	6.44	5.62 / 1.48	0.82	-0.16 **
9. Internships or practical experiences are provided in my degree/certificate program.	5.87	4.73 / 1.72	1.14	6.06	5.24 / 1.63	0.82	-0.51 ***
10. Child care facilities are available on campus.	4.65	4.25 / 1.74	0.40	4.81	4.53 / 1.87	0.28	-0.28 ***
11. Security staff respond quickly in emergencies.	6.09	5.23 / 1.46	0.86	6.20	5.45 / 1.46	0.75	-0.22 ***
12. My academic advisor helps me set goals to work toward.	6.12	5.23 / 1.77	0.89	6.15	5.35 / 1.73	0.80	-0.12
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.20	4.95 / 1.79	1.25	6.21	5.27 / 1.67	0.94	-0.32 ***
14. Library resources and services are adequate.	6.17	5.69 / 1.37	0.48	6.24	5.91 / 1.29	0.33	-0.22 ***
15. I am able to register for classes I need with few conflicts.	6.38	5.43 / 1.53	0.95	6.42	5.66 / 1.48	0.76	-0.23 ***
16. The college shows concern for students as individuals.	6.13	5.15 / 1.59	0.98	6.20	5.40 / 1.55	0.80	-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 142906 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.	5.17	4.77 / 1.52	0.40	5.46	5.14 / 1.51	0.32	-0.37 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.35	5.54 / 1.48	0.81	6.48	5.68 / 1.37	0.80	-0.14 **
19. This campus provides effective support services for displaced homemakers.	5.39	4.86 / 1.48	0.53	5.57	5.15 / 1.49	0.42	-0.29 ***
20. Financial aid counselors are helpful.	6.19	4.95 / 1.81	1.24	6.23	5.37 / 1.66	0.86	-0.42 ***
21. There are a sufficient number of study areas on campus.	6.09	5.63 / 1.44	0.46	6.18	5.80 / 1.41	0.38	-0.17 **
22. People on this campus respect and are supportive of each other.	6.01	5.37 / 1.45	0.64	6.16	5.66 / 1.36	0.50	-0.29 ***
23. Faculty are understanding of students' unique life circumstances.	6.15	5.42 / 1.52	0.73	6.27	5.50 / 1.53	0.77	-0.08
24. Parking lots are well-lighted and secure.	6.26	5.31 / 1.59	0.95	6.22	5.52 / 1.55	0.70	-0.21 ***
25. My academic advisor is concerned about my success as an individual.	6.16	5.25 / 1.71	0.91	6.24	5.39 / 1.70	0.85	-0.14 *
26. Library staff are helpful and approachable.	6.02	5.70 / 1.32	0.32	6.11	5.87 / 1.32	0.24	-0.17 ***
27. The campus staff are caring and helpful.	6.16	5.57 / 1.36	0.59	6.23	5.78 / 1.30	0.45	-0.21 ***
28. It is an enjoyable experience to be a student on this campus.	6.11	5.50 / 1.46	0.61	6.25	5.73 / 1.42	0.52	-0.23 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.24	5.46 / 1.50	0.78	6.36	5.65 / 1.48	0.71	-0.19 ***
30. The career services office provides students with the help they need to get a job.	5.85	5.02 / 1.48	0.83	6.10	5.40 / 1.49	0.70	-0.38 ***
31. The campus is safe and secure for all students.	6.33	5.63 / 1.41	0.70	6.44	5.90 / 1.27	0.54	-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 142906 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.	6.31	5.39 / 1.67	0.92	6.41	5.65 / 1.61	0.76	-0.26 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.85	5.17 / 1.50	0.68	6.04	5.52 / 1.45	0.52	-0.35 ***
34. Computer labs are adequate and accessible.	6.16	5.65 / 1.49	0.51	6.28	5.91 / 1.33	0.37	-0.26 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.13	5.47 / 1.47	0.66	6.29	5.66 / 1.42	0.63	-0.19 ***
36. Students are made to feel welcome on this campus.	6.18	5.62 / 1.40	0.56	6.30	5.87 / 1.32	0.43	-0.25 ***
37. Faculty take into consideration student differences as they teach a course.	6.10	5.30 / 1.53	0.80	6.19	5.45 / 1.50	0.74	-0.15 **
38. The student center is a comfortable place for students to spend their leisure time.	5.83	5.41 / 1.45	0.42	5.93	5.65 / 1.41	0.28	-0.24 ***
39. The amount of student parking space on campus is adequate.	6.19	5.05 / 1.80	1.14	6.24	5.07 / 1.88	1.17	-0.02
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.28	5.32 / 1.65	0.96	6.29	5.46 / 1.64	0.83	-0.14 *
41. Admissions staff are knowledgeable.	6.21	5.42 / 1.44	0.79	6.31	5.70 / 1.41	0.61	-0.28 ***
42. The equipment in the lab facilities is kept up to date.	6.12	5.20 / 1.60	0.92	6.26	5.69 / 1.40	0.57	-0.49 ***
43. Class change (drop/add) policies are reasonable.	6.11	5.60 / 1.43	0.51	6.23	5.74 / 1.42	0.49	-0.14 **
44. I generally know what's happening on campus.	5.68	5.10 / 1.55	0.58	5.75	5.30 / 1.57	0.45	-0.20 ***
45. This institution has a good reputation within the community.	5.98	5.35 / 1.51	0.63	6.18	5.86 / 1.33	0.32	-0.51 ***
46. Faculty provide timely feedback about student progress in a course.	6.20	5.27 / 1.57	0.93	6.32	5.53 / 1.49	0.79	-0.26 ***

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

National Group Means are based on 142906 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	
47. There are adequate services to help me decide upon a career.	6.03	5.16 / 1.56	0.87	6.19	5.51 / 1.49	0.68	-0.35 ***
48. Counseling staff care about students as individuals.	6.07	5.26 / 1.54	0.81	6.22	5.59 / 1.49	0.63	-0.33 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.06	5.24 / 1.52	0.82	6.16	5.54 / 1.46	0.62	-0.30 ***
50. Tutoring services are readily available.	6.14	5.58 / 1.49	0.56	6.21	5.79 / 1.40	0.42	-0.21 ***
51. There are convenient ways of paying my school bill.	6.23	5.43 / 1.58	0.80	6.30	5.75 / 1.44	0.55	-0.32 ***
52. This school does whatever it can to help me reach my educational goals.	6.27	5.30 / 1.57	0.97	6.32	5.53 / 1.49	0.79	-0.23 ***
53. The assessment and course placement procedures are reasonable.	6.03	5.38 / 1.43	0.65	6.19	5.64 / 1.39	0.55	-0.26 ***
54. Faculty are interested in my academic problems.	6.06	5.29 / 1.51	0.77	6.16	5.46 / 1.51	0.70	-0.17 **
55. Academic support services adequately meet the needs of students.	6.10	5.34 / 1.46	0.76	6.20	5.61 / 1.40	0.59	-0.27 ***
56. The business office is open during hours which are convenient for most students.	6.14	5.31 / 1.56	0.83	6.16	5.66 / 1.40	0.50	-0.35 ***
57. Administrators are approachable to students.	6.10	5.34 / 1.49	0.76	6.18	5.62 / 1.45	0.56	-0.28 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.29	5.67 / 1.37	0.62	6.43	5.89 / 1.30	0.54	-0.22 ***
59. New student orientation services help students adjust to college.	5.92	5.31 / 1.52	0.61	6.03	5.54 / 1.51	0.49	-0.23 ***
60. Billing policies are reasonable.	6.14	5.36 / 1.55	0.78	6.22	5.63 / 1.44	0.59	-0.27 ***
61. Faculty are usually available after class and during office hours.	6.20	5.67 / 1.39	0.53	6.30	5.84 / 1.33	0.46	-0.17 ***

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National Group Means are based on 142906 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	
62. Bookstore staff are helpful.	6.05	5.56 / 1.48	0.49	6.15	5.82 / 1.41	0.33	-0.26 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.96	5.00 / 1.71	0.96	6.13	5.36 / 1.63	0.77	-0.36 ***
64. Nearly all classes deal with practical experiences and applications.	6.02	5.37 / 1.44	0.65	6.21	5.63 / 1.38	0.58	-0.26 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.10	5.01 / 1.74	1.09	6.24	5.22 / 1.72	1.02	-0.21 **
66. Program requirements are clear and reasonable.	6.21	5.54 / 1.42	0.67	6.38	5.77 / 1.38	0.61	-0.23 ***
67. Channels for expressing student complaints are readily available.	5.97	5.18 / 1.58	0.79	6.08	5.20 / 1.69	0.88	-0.02
68. On the whole, the campus is well-maintained.	6.18	5.69 / 1.41	0.49	6.31	6.03 / 1.24	0.28	-0.34 ***
69. There is a good variety of courses provided on this campus.	6.30	5.67 / 1.38	0.63	6.39	5.87 / 1.35	0.52	-0.20 ***
70. I am able to experience intellectual growth here.	6.32	5.73 / 1.38	0.59	6.44	5.98 / 1.27	0.46	-0.25 ***
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?		5.76 / 1.44			5.81 / 1.35		-0.05
82. Institution's commitment to evening students?		5.53 / 1.58			5.67 / 1.44		-0.14 *
83. Institution's commitment to older, returning learners?		5.61 / 1.49			5.78 / 1.41		-0.17 **
84. Institution's commitment to under-represented populations?		5.53 / 1.46			5.69 / 1.40		-0.16 **
85. Institution's commitment to commuters?		5.59 / 1.46			5.66 / 1.44		-0.07
86. Institution's commitment to students with disabilities?		5.64 / 1.44			5.82 / 1.38		-0.18 **
87. Cost as factor in decision to enroll.	6.59			6.35			
88. Financial aid as factor in decision to enroll.	6.26			6.10			
89. Academic reputation as factor in decision to enroll.	5.89			5.97			
90. Size of institution as factor in decision to enroll.	5.21			5.25			
91. Opportunity to play sports as factor in decision to enroll.	3.69			3.75			
92. Recommendations from family/friends as factor in decision to enroll.	4.98			5.08			
93. Geographic setting as factor in decision to enroll.	5.33			5.61			
94. Campus appearance as factor in decision to enroll.	5.37			5.32			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.52			5.51			

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National Group Means are based on 142906 records.

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: 4.98 1% 0% 7% 30% 25% 13% 20%	Average: 4.95 1% 1% 6% 32% 25% 14% 18%	0.03
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: 5.48 1% 1% 7% 12% 15% 38% 23%	Average: 5.58 1% 2% 4% 10% 15% 40% 24%	-0.10
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: 5.79 1% 3% 2% 8% 13% 28% 41%	Average: 5.82 2% 3% 3% 7% 10% 30% 42%	-0.03