

Demographics

Gender		N	%	Class Level		N	%
Female		167	66.01%	1 year or less		122	48.22%
Male		86	33.99%	2 years		93	36.76%
Total		253	100.00%	3 years		23	9.09%
No Response		8		4 or more years		15	5.93%
				Total		253	100.00%
				No Response		8	

Age		N	%	Current GPA		N	%
18 and under		48	18.97%	No credits earned		30	12.00%
19 to 24		127	50.20%	1.99 or below		2	0.80%
25 to 34		37	14.62%	2.0 - 2.49		21	8.40%
35 to 44		28	11.07%	2.5 - 2.99		55	22.00%
45 and over		13	5.14%	3.0 - 3.49		75	30.00%
Total		253	100.00%	3.5 or above		67	26.80%
No Response		8		Total		250	100.00%
				No Response		11	

Ethnicity/Race		N	%	Educational Goal		N	%
African-American		73	29.20%	Associate degree		131	51.78%
American Indian or Alaskan Native		1	0.40%	Vocational/technical program		19	7.51%
Asian or Pacific Islander		2	0.80%	Transfer to another institution		79	31.23%
Caucasian/White		124	49.60%	Certification (initial / renewal)		7	2.77%
Hispanic		32	12.80%	Self-improvement/pleasure		2	0.79%
Other race		8	3.20%	Job-related training		3	1.19%
Race - Prefer not to respond		10	4.00%	Other educational goal		12	4.74%
Total		250	100.00%	Total		253	100.00%
No Response		11		No Response		8	

Current Enrollment Status		N	%	Employment		N	%
Day		190	78.19%	Full-time off campus		88	34.92%
Evening		53	21.81%	Part-time off campus		106	42.06%
Weekend		0	0.00%	Full-time on campus		2	0.79%
Total		243	100.00%	Part-time on campus		4	1.59%
No Response		18		Not employed		52	20.63%
				Total		252	100.00%
				No Response		9	

Current Class Load		N	%
Full-time		175	69.17%
Part-time		78	30.83%
Total		253	100.00%
No Response		8	

Demographics

Current Residence	N	%	Institution Question 2	N	%
Residence hall	1	0.40%	Campus item 2 - Answer 1	0	0%
Own house	53	20.95%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	55	21.74%	Campus item 2 - Answer 3	0	0%
Parent's home	134	52.96%	Campus item 2 - Answer 4	0	0%
Other residence	10	3.95%	Campus item 2 - Answer 5	0	0%
Total	253	100.00%	Campus item 2 - Answer 6	0	0%
No Response	8		Total	0	100.00%
			No Response	261	

Residence Classification	N	%	Group Code	N	%
In-state	246	96.85%	0619	1	33.33%
Out-of-state	4	1.57%	1234	1	33.33%
International (not U.S. citizen)	4	1.57%	9688	1	33.33%
Total	254	100.00%	Total	3	100.00%
No Response	7		No Response	258	

Disabilities	N	%
Yes - Disability	33	13.10%
No - Disability	219	86.90%
Total	252	100.00%
No Response	9	

Institution Was My	N	%
1st choice	162	64.03%
2nd choice	55	21.74%
3rd choice or lower	36	14.23%
Total	253	100.00%
No Response	8	

Institution Question	N	%
Campus item - Answer 1	1	50.00%
Campus item - Answer 2	1	50.00%
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	0	0.00%
Total	2	100.00%
No Response	259	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. Classes are scheduled at times that are convenient for me.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 70. I am able to experience intellectual growth here.
- 6. My academic advisor is approachable.
- 31. The campus is safe and secure for all students.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 43. Class change (drop/add) policies are reasonable.
- 66. Program requirements are clear and reasonable.
- 68. On the whole, the campus is well-maintained.
- 14. Library resources and services are adequate.
- 36. Students are made to feel welcome on this campus.
- 34. Computer labs are adequate and accessible.
- 64. Nearly all classes deal with practical experiences and applications.
- 27. The campus staff are caring and helpful.
- 61. Faculty are usually available after class and during office hours.

Challenges

- 32. My academic advisor is knowledgeable about my program requirements.
- 7. Adequate financial aid is available for most students.
- 15. I am able to register for classes I need with few conflicts.
- 20. Financial aid counselors are helpful.
- 69. There is a good variety of courses provided on this campus.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 16. The college shows concern for students as individuals.
- 41. Admissions staff are knowledgeable.
- 52. This school does whatever it can to help me reach my educational goals.
- 60. Billing policies are reasonable.
- 12. My academic advisor helps me set goals to work toward.
- 56. The business office is open during hours which are convenient for most students.
- 65. Students are notified early in the term if they are doing poorly in a class.

Strategic Planning Overview Benchmarks

Lower Satisfaction vs. National Community Colleges

- 70. I am able to experience intellectual growth here.
- 20. Financial aid counselors are helpful.
- 69. There is a good variety of courses provided on this campus.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 31. The campus is safe and secure for all students.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 41. Admissions staff are knowledgeable.
- 68. On the whole, the campus is well-maintained.
- 60. Billing policies are reasonable.
- 51. There are convenient ways of paying my school bill.
- 27. The campus staff are caring and helpful.
- 56. The business office is open during hours which are convenient for most students.
- 65. Students are notified early in the term if they are doing poorly in a class.

Higher Importance vs. National Community Colleges

- 20. Financial aid counselors are helpful.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.

Institutional Summary

Scales: In Order of Importance

Scale	Pulaski Technical College-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising/Counseling	6.30	5.39 / 1.27	0.91	6.28	5.53 / 1.35	0.75	-0.14
Registration Effectiveness	6.29	5.50 / 1.08	0.79	6.28	5.68 / 1.06	0.60	-0.18 **
Admissions and Financial Aid	6.26	5.22 / 1.28	1.04	6.21	5.48 / 1.26	0.73	-0.26 ***
Instructional Effectiveness	6.26	5.53 / 1.14	0.73	6.31	5.65 / 1.11	0.66	-0.12
Concern for the Individual	6.18	5.38 / 1.25	0.80	6.23	5.52 / 1.25	0.71	-0.14
Safety and Security	6.17	5.38 / 1.24	0.79	6.21	5.49 / 1.19	0.72	-0.11
Academic Services	6.15	5.59 / 1.11	0.56	6.21	5.80 / 1.05	0.41	-0.21 **
Service Excellence	6.09	5.38 / 1.17	0.71	6.12	5.59 / 1.11	0.53	-0.21 **
Student Centeredness	6.09	5.51 / 1.22	0.58	6.16	5.65 / 1.17	0.51	-0.14
Campus Climate	6.08	5.42 / 1.17	0.66	6.15	5.60 / 1.11	0.55	-0.18 **
Campus Support Services	5.64	5.05 / 1.25	0.59	5.78	5.33 / 1.27	0.45	-0.28 ***
Responsiveness to Diverse Populations		5.68 / 1.25			5.74 / 1.27		-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 142906 records.

Institutional Summary

Items: In Order of Importance

Item	Pulaski Technical College-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
87. Cost as factor in decision to enroll.	6.58			6.35			
8. Classes are scheduled at times that are convenient for me.	6.48	5.64 / 1.51	0.84	6.44	5.62 / 1.48	0.82	0.02
32. My academic advisor is knowledgeable about my program requirements.	6.48	5.47 / 1.54	1.01	6.41	5.65 / 1.61	0.76	-0.18
18. The quality of instruction I receive in most of my classes is excellent.	6.46	5.69 / 1.37	0.77	6.48	5.68 / 1.37	0.80	0.01
7. Adequate financial aid is available for most students.	6.43	5.39 / 1.59	1.04	6.30	5.43 / 1.65	0.87	-0.04
70. I am able to experience intellectual growth here.	6.43	5.75 / 1.38	0.68	6.44	5.98 / 1.27	0.46	-0.23 **
15. I am able to register for classes I need with few conflicts.	6.42	5.56 / 1.43	0.86	6.42	5.66 / 1.48	0.76	-0.10
20. Financial aid counselors are helpful.	6.40	5.08 / 1.85	1.32	6.23	5.37 / 1.66	0.86	-0.29 **
69. There is a good variety of courses provided on this campus.	6.39	5.49 / 1.58	0.90	6.39	5.87 / 1.35	0.52	-0.38 ***
6. My academic advisor is approachable.	6.38	5.73 / 1.50	0.65	6.34	5.70 / 1.58	0.64	0.03
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.38	4.90 / 1.78	1.48	6.21	5.27 / 1.67	0.94	-0.37 ***
31. The campus is safe and secure for all students.	6.35	5.57 / 1.55	0.78	6.44	5.90 / 1.27	0.54	-0.33 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.35	5.23 / 1.69	1.12	6.29	5.46 / 1.64	0.83	-0.23 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.34	5.78 / 1.42	0.56	6.43	5.89 / 1.30	0.54	-0.11
88. Financial aid as factor in decision to enroll.	6.34			6.10			
5. The personnel involved in registration are helpful.	6.32	5.50 / 1.61	0.82	6.28	5.61 / 1.52	0.67	-0.11

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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-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. The college shows concern for students as individuals.	6.30	5.26 / 1.65	1.04	6.20	5.40 / 1.55	0.80	-0.14
41. Admissions staff are knowledgeable.	6.30	5.45 / 1.53	0.85	6.31	5.70 / 1.41	0.61	-0.25 **
43. Class change (drop/add) policies are reasonable.	6.30	5.66 / 1.38	0.64	6.23	5.74 / 1.42	0.49	-0.08
66. Program requirements are clear and reasonable.	6.30	5.60 / 1.39	0.70	6.38	5.77 / 1.38	0.61	-0.17
52. This school does whatever it can to help me reach my educational goals.	6.29	5.41 / 1.49	0.88	6.32	5.53 / 1.49	0.79	-0.12
68. On the whole, the campus is well-maintained.	6.28	5.78 / 1.30	0.50	6.31	6.03 / 1.24	0.28	-0.25 **
14. Library resources and services are adequate.	6.27	5.83 / 1.37	0.44	6.24	5.91 / 1.29	0.33	-0.08
11. Security staff respond quickly in emergencies.	6.25	5.42 / 1.45	0.83	6.20	5.45 / 1.46	0.75	-0.03
36. Students are made to feel welcome on this campus.	6.25	5.76 / 1.33	0.49	6.30	5.87 / 1.32	0.43	-0.11
37. Faculty take into consideration student differences as they teach a course.	6.25	5.42 / 1.48	0.83	6.19	5.45 / 1.50	0.74	-0.03
60. Billing policies are reasonable.	6.25	5.40 / 1.62	0.85	6.22	5.63 / 1.44	0.59	-0.23 *
12. My academic advisor helps me set goals to work toward.	6.24	5.31 / 1.66	0.93	6.15	5.35 / 1.73	0.80	-0.04
34. Computer labs are adequate and accessible.	6.24	5.76 / 1.44	0.48	6.28	5.91 / 1.33	0.37	-0.15
51. There are convenient ways of paying my school bill.	6.24	5.41 / 1.63	0.83	6.30	5.75 / 1.44	0.55	-0.34 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.23	5.52 / 1.48	0.71	6.29	5.66 / 1.42	0.63	-0.14
64. Nearly all classes deal with practical experiences and applications.	6.23	5.58 / 1.39	0.65	6.21	5.63 / 1.38	0.58	-0.05

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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-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
27. The campus staff are caring and helpful.	6.22	5.57 / 1.45	0.65	6.23	5.78 / 1.30	0.45	-0.21 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.22	5.52 / 1.47	0.70	6.36	5.65 / 1.48	0.71	-0.13
56. The business office is open during hours which are convenient for most students.	6.21	5.36 / 1.60	0.85	6.16	5.66 / 1.40	0.50	-0.30 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.21	4.97 / 1.76	1.24	6.24	5.22 / 1.72	1.02	-0.25 *
46. Faculty provide timely feedback about student progress in a course.	6.20	5.38 / 1.51	0.82	6.32	5.53 / 1.49	0.79	-0.15
61. Faculty are usually available after class and during office hours.	6.20	5.86 / 1.37	0.34	6.30	5.84 / 1.33	0.46	0.02
25. My academic advisor is concerned about my success as an individual.	6.19	5.21 / 1.73	0.98	6.24	5.39 / 1.70	0.85	-0.18
42. The equipment in the lab facilities is kept up to date.	6.19	5.33 / 1.64	0.86	6.26	5.69 / 1.40	0.57	-0.36 ***
23. Faculty are understanding of students' unique life circumstances.	6.17	5.37 / 1.56	0.80	6.27	5.50 / 1.53	0.77	-0.13
55. Academic support services adequately meet the needs of students.	6.17	5.39 / 1.49	0.78	6.20	5.61 / 1.40	0.59	-0.22 *
62. Bookstore staff are helpful.	6.17	5.41 / 1.73	0.76	6.15	5.82 / 1.41	0.33	-0.41 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.16	5.58 / 1.40	0.58	6.21	5.58 / 1.35	0.63	0.00
48. Counseling staff care about students as individuals.	6.14	5.35 / 1.57	0.79	6.22	5.59 / 1.49	0.63	-0.24 *
24. Parking lots are well-lighted and secure.	6.13	5.00 / 1.88	1.13	6.22	5.52 / 1.55	0.70	-0.52 ***

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National Group Means are based on 142906 records.

Institutional Summary Items: In Order of Importance

Item	Pulaski Technical College-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Faculty are interested in my academic problems.	6.13	5.38 / 1.47	0.75	6.16	5.46 / 1.51	0.70	-0.08
28. It is an enjoyable experience to be a student on this campus.	6.11	5.56 / 1.49	0.55	6.25	5.73 / 1.42	0.52	-0.17
47. There are adequate services to help me decide upon a career.	6.11	5.34 / 1.45	0.77	6.19	5.51 / 1.49	0.68	-0.17
53. The assessment and course placement procedures are reasonable.	6.11	5.53 / 1.39	0.58	6.19	5.64 / 1.39	0.55	-0.11
57. Administrators are approachable to students.	6.10	5.42 / 1.53	0.68	6.18	5.62 / 1.45	0.56	-0.20 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.08	5.25 / 1.58	0.83	6.16	5.54 / 1.46	0.62	-0.29 **
50. Tutoring services are readily available.	6.08	5.58 / 1.42	0.50	6.21	5.79 / 1.40	0.42	-0.21 *
63. I seldom get the "run-around" when seeking information on this campus.	6.08	5.03 / 1.72	1.05	6.13	5.36 / 1.63	0.77	-0.33 **
4. Security staff are helpful.	6.06	5.61 / 1.45	0.45	5.93	5.48 / 1.51	0.45	0.13
21. There are a sufficient number of study areas on campus.	6.06	5.51 / 1.58	0.55	6.18	5.80 / 1.41	0.38	-0.29 **
26. Library staff are helpful and approachable.	6.06	5.75 / 1.42	0.31	6.11	5.87 / 1.32	0.24	-0.12
39. The amount of student parking space on campus is adequate.	6.06	5.28 / 1.68	0.78	6.24	5.07 / 1.88	1.17	0.21
2. Faculty care about me as an individual.	6.05	5.53 / 1.45	0.52	6.12	5.59 / 1.41	0.53	-0.06
45. This institution has a good reputation within the community.	6.04	5.57 / 1.40	0.47	6.18	5.86 / 1.33	0.32	-0.29 ***
22. People on this campus respect and are supportive of each other.	6.03	5.53 / 1.43	0.50	6.16	5.66 / 1.36	0.50	-0.13
59. New student orientation services help students adjust to college.	6.01	5.28 / 1.57	0.73	6.03	5.54 / 1.51	0.49	-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 Order of Importance

Item	Pulaski Technical College-South - 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.	6.01	5.13 / 1.58	0.88	6.08	5.20 / 1.69	0.88	-0.07
30. The career services office provides students with the help they need to get a job.	6.00	5.18 / 1.48	0.82	6.10	5.40 / 1.49	0.70	-0.22 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.97	5.24 / 1.46	0.73	6.04	5.52 / 1.45	0.52	-0.28 **
89. Academic reputation as factor in decision to enroll.	5.96			5.97			
9. Internships or practical experiences are provided in my degree/certificate program.	5.91	4.89 / 1.72	1.02	6.06	5.24 / 1.63	0.82	-0.35 **
38. The student center is a comfortable place for students to spend their leisure time.	5.85	5.31 / 1.56	0.54	5.93	5.65 / 1.41	0.28	-0.34 ***
44. I generally know what's happening on campus.	5.80	5.08 / 1.71	0.72	5.75	5.30 / 1.57	0.45	-0.22 *
94. Campus appearance as factor in decision to enroll.	5.64			5.32			
1. Most students feel a sense of belonging here.	5.56	5.46 / 1.45	0.10	5.78	5.52 / 1.37	0.26	-0.06
93. Geographic setting as factor in decision to enroll.	5.56			5.61			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.56			5.51			
17. Personnel in the Veterans' Services program are helpful.	5.34	4.96 / 1.44	0.38	5.46	5.14 / 1.51	0.32	-0.18
19. This campus provides effective support services for displaced homemakers.	5.33	4.91 / 1.47	0.42	5.57	5.15 / 1.49	0.42	-0.24 *
90. Size of institution as factor in decision to enroll.	5.32			5.25			

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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-South - 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.	5.12			5.08			
10. Child care facilities are available on campus.	4.62	4.17 / 1.79	0.45	4.81	4.53 / 1.87	0.28	-0.36 **
91. Opportunity to play sports as factor in decision to enroll.	3.61			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?		5.78 / 1.37			5.81 / 1.35		-0.03
82. Institution's commitment to evening students?		5.60 / 1.51			5.67 / 1.44		-0.07
83. Institution's commitment to older, returning learners?		5.63 / 1.49			5.78 / 1.41		-0.15
84. Institution's commitment to under-represented populations?		5.55 / 1.40			5.69 / 1.40		-0.14

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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-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		5.68 / 1.43			5.66 / 1.44		0.02
86. Institution's commitment to students with disabilities?		5.83 / 1.37			5.82 / 1.38		0.01

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-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.30	5.39 / 1.27	0.91	6.28	5.53 / 1.35	0.75	-0.14
6. My academic advisor is approachable.	6.38	5.73 / 1.50	0.65	6.34	5.70 / 1.58	0.64	0.03
12. My academic advisor helps me set goals to work toward.	6.24	5.31 / 1.66	0.93	6.15	5.35 / 1.73	0.80	-0.04
25. My academic advisor is concerned about my success as an individual.	6.19	5.21 / 1.73	0.98	6.24	5.39 / 1.70	0.85	-0.18
32. My academic advisor is knowledgeable about my program requirements.	6.48	5.47 / 1.54	1.01	6.41	5.65 / 1.61	0.76	-0.18
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.35	5.23 / 1.69	1.12	6.29	5.46 / 1.64	0.83	-0.23 *
48. Counseling staff care about students as individuals.	6.14	5.35 / 1.57	0.79	6.22	5.59 / 1.49	0.63	-0.24 *
52. This school does whatever it can to help me reach my educational goals.	6.29	5.41 / 1.49	0.88	6.32	5.53 / 1.49	0.79	-0.12

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

National Group Means are based on 142906 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.15	5.59 / 1.11	0.56	6.21	5.80 / 1.05	0.41	-0.21 **
14. Library resources and services are adequate.	6.27	5.83 / 1.37	0.44	6.24	5.91 / 1.29	0.33	-0.08
21. There are a sufficient number of study areas on campus.	6.06	5.51 / 1.58	0.55	6.18	5.80 / 1.41	0.38	-0.29 **
26. Library staff are helpful and approachable.	6.06	5.75 / 1.42	0.31	6.11	5.87 / 1.32	0.24	-0.12
34. Computer labs are adequate and accessible.	6.24	5.76 / 1.44	0.48	6.28	5.91 / 1.33	0.37	-0.15
42. The equipment in the lab facilities is kept up to date.	6.19	5.33 / 1.64	0.86	6.26	5.69 / 1.40	0.57	-0.36 ***
50. Tutoring services are readily available.	6.08	5.58 / 1.42	0.50	6.21	5.79 / 1.40	0.42	-0.21 *
55. Academic support services adequately meet the needs of students.	6.17	5.39 / 1.49	0.78	6.20	5.61 / 1.40	0.59	-0.22 *

* 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-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.26	5.22 / 1.28	1.04	6.21	5.48 / 1.26	0.73	-0.26 ***
7. Adequate financial aid is available for most students.	6.43	5.39 / 1.59	1.04	6.30	5.43 / 1.65	0.87	-0.04
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.38	4.90 / 1.78	1.48	6.21	5.27 / 1.67	0.94	-0.37 ***
20. Financial aid counselors are helpful.	6.40	5.08 / 1.85	1.32	6.23	5.37 / 1.66	0.86	-0.29 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.97	5.24 / 1.46	0.73	6.04	5.52 / 1.45	0.52	-0.28 **
41. Admissions staff are knowledgeable.	6.30	5.45 / 1.53	0.85	6.31	5.70 / 1.41	0.61	-0.25 **
49. Admissions counselors respond to prospective students' unique needs and requests.	6.08	5.25 / 1.58	0.83	6.16	5.54 / 1.46	0.62	-0.29 **

* 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-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.08	5.42 / 1.17	0.66	6.15	5.60 / 1.11	0.55	-0.18 **
1. Most students feel a sense of belonging here.	5.56	5.46 / 1.45	0.10	5.78	5.52 / 1.37	0.26	-0.06
2. Faculty care about me as an individual.	6.05	5.53 / 1.45	0.52	6.12	5.59 / 1.41	0.53	-0.06
16. The college shows concern for students as individuals.	6.30	5.26 / 1.65	1.04	6.20	5.40 / 1.55	0.80	-0.14
22. People on this campus respect and are supportive of each other.	6.03	5.53 / 1.43	0.50	6.16	5.66 / 1.36	0.50	-0.13
27. The campus staff are caring and helpful.	6.22	5.57 / 1.45	0.65	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	5.56 / 1.49	0.55	6.25	5.73 / 1.42	0.52	-0.17
31. The campus is safe and secure for all students.	6.35	5.57 / 1.55	0.78	6.44	5.90 / 1.27	0.54	-0.33 ***
36. Students are made to feel welcome on this campus.	6.25	5.76 / 1.33	0.49	6.30	5.87 / 1.32	0.43	-0.11
44. I generally know what's happening on campus.	5.80	5.08 / 1.71	0.72	5.75	5.30 / 1.57	0.45	-0.22 *
45. This institution has a good reputation within the community.	6.04	5.57 / 1.40	0.47	6.18	5.86 / 1.33	0.32	-0.29 ***
52. This school does whatever it can to help me reach my educational goals.	6.29	5.41 / 1.49	0.88	6.32	5.53 / 1.49	0.79	-0.12
57. Administrators are approachable to students.	6.10	5.42 / 1.53	0.68	6.18	5.62 / 1.45	0.56	-0.20 *
59. New student orientation services help students adjust to college.	6.01	5.28 / 1.57	0.73	6.03	5.54 / 1.51	0.49	-0.26 **
63. I seldom get the "run-around" when seeking information on this campus.	6.08	5.03 / 1.72	1.05	6.13	5.36 / 1.63	0.77	-0.33 **
67. Channels for expressing student complaints are readily available.	6.01	5.13 / 1.58	0.88	6.08	5.20 / 1.69	0.88	-0.07

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

National Group Means are based on 142906 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.64	5.05 / 1.25	0.59	5.78	5.33 / 1.27	0.45	-0.28 ***
10. Child care facilities are available on campus.	4.62	4.17 / 1.79	0.45	4.81	4.53 / 1.87	0.28	-0.36 **
17. Personnel in the Veterans' Services program are helpful.	5.34	4.96 / 1.44	0.38	5.46	5.14 / 1.51	0.32	-0.18
19. This campus provides effective support services for displaced homemakers.	5.33	4.91 / 1.47	0.42	5.57	5.15 / 1.49	0.42	-0.24 *
30. The career services office provides students with the help they need to get a job.	6.00	5.18 / 1.48	0.82	6.10	5.40 / 1.49	0.70	-0.22 *
38. The student center is a comfortable place for students to spend their leisure time.	5.85	5.31 / 1.56	0.54	5.93	5.65 / 1.41	0.28	-0.34 ***
47. There are adequate services to help me decide upon a career.	6.11	5.34 / 1.45	0.77	6.19	5.51 / 1.49	0.68	-0.17
59. New student orientation services help students adjust to college.	6.01	5.28 / 1.57	0.73	6.03	5.54 / 1.51	0.49	-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 - Concern for the Individual

Scale/Item	Pulaski Technical College-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.18	5.38 / 1.25	0.80	6.23	5.52 / 1.25	0.71	-0.14
2. Faculty care about me as an individual.	6.05	5.53 / 1.45	0.52	6.12	5.59 / 1.41	0.53	-0.06
16. The college shows concern for students as individuals.	6.30	5.26 / 1.65	1.04	6.20	5.40 / 1.55	0.80	-0.14
25. My academic advisor is concerned about my success as an individual.	6.19	5.21 / 1.73	0.98	6.24	5.39 / 1.70	0.85	-0.18
29. Faculty are fair and unbiased in their treatment of individual students.	6.22	5.52 / 1.47	0.70	6.36	5.65 / 1.48	0.71	-0.13
48. Counseling staff care about students as individuals.	6.14	5.35 / 1.57	0.79	6.22	5.59 / 1.49	0.63	-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 142906 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.26	5.53 / 1.14	0.73	6.31	5.65 / 1.11	0.66	-0.12
2. Faculty care about me as an individual.	6.05	5.53 / 1.45	0.52	6.12	5.59 / 1.41	0.53	-0.06
18. The quality of instruction I receive in most of my classes is excellent.	6.46	5.69 / 1.37	0.77	6.48	5.68 / 1.37	0.80	0.01
23. Faculty are understanding of students' unique life circumstances.	6.17	5.37 / 1.56	0.80	6.27	5.50 / 1.53	0.77	-0.13
29. Faculty are fair and unbiased in their treatment of individual students.	6.22	5.52 / 1.47	0.70	6.36	5.65 / 1.48	0.71	-0.13
37. Faculty take into consideration student differences as they teach a course.	6.25	5.42 / 1.48	0.83	6.19	5.45 / 1.50	0.74	-0.03
46. Faculty provide timely feedback about student progress in a course.	6.20	5.38 / 1.51	0.82	6.32	5.53 / 1.49	0.79	-0.15
54. Faculty are interested in my academic problems.	6.13	5.38 / 1.47	0.75	6.16	5.46 / 1.51	0.70	-0.08
58. Nearly all of the faculty are knowledgeable in their fields.	6.34	5.78 / 1.42	0.56	6.43	5.89 / 1.30	0.54	-0.11
61. Faculty are usually available after class and during office hours.	6.20	5.86 / 1.37	0.34	6.30	5.84 / 1.33	0.46	0.02
64. Nearly all classes deal with practical experiences and applications.	6.23	5.58 / 1.39	0.65	6.21	5.63 / 1.38	0.58	-0.05
65. Students are notified early in the term if they are doing poorly in a class.	6.21	4.97 / 1.76	1.24	6.24	5.22 / 1.72	1.02	-0.25 *
66. Program requirements are clear and reasonable.	6.30	5.60 / 1.39	0.70	6.38	5.77 / 1.38	0.61	-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 142906 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-South - 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.	6.39	5.49 / 1.58	0.90	6.39	5.87 / 1.35	0.52	-0.38 ***
70. I am able to experience intellectual growth here.	6.43	5.75 / 1.38	0.68	6.44	5.98 / 1.27	0.46	-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 - Registration Effectiveness

Scale/Item	Pulaski Technical College-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.29	5.50 / 1.08	0.79	6.28	5.68 / 1.06	0.60	-0.18 **
5. The personnel involved in registration are helpful.	6.32	5.50 / 1.61	0.82	6.28	5.61 / 1.52	0.67	-0.11
8. Classes are scheduled at times that are convenient for me.	6.48	5.64 / 1.51	0.84	6.44	5.62 / 1.48	0.82	0.02
15. I am able to register for classes I need with few conflicts.	6.42	5.56 / 1.43	0.86	6.42	5.66 / 1.48	0.76	-0.10
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.23	5.52 / 1.48	0.71	6.29	5.66 / 1.42	0.63	-0.14
43. Class change (drop/add) policies are reasonable.	6.30	5.66 / 1.38	0.64	6.23	5.74 / 1.42	0.49	-0.08
51. There are convenient ways of paying my school bill.	6.24	5.41 / 1.63	0.83	6.30	5.75 / 1.44	0.55	-0.34 ***
56. The business office is open during hours which are convenient for most students.	6.21	5.36 / 1.60	0.85	6.16	5.66 / 1.40	0.50	-0.30 ***
60. Billing policies are reasonable.	6.25	5.40 / 1.62	0.85	6.22	5.63 / 1.44	0.59	-0.23 *
62. Bookstore staff are helpful.	6.17	5.41 / 1.73	0.76	6.15	5.82 / 1.41	0.33	-0.41 ***

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

National Group Means are based on 142906 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.68 / 1.25			5.74 / 1.27		-0.06
81. Institution's commitment to part-time students?		5.78 / 1.37			5.81 / 1.35		-0.03
82. Institution's commitment to evening students?		5.60 / 1.51			5.67 / 1.44		-0.07
83. Institution's commitment to older, returning learners?		5.63 / 1.49			5.78 / 1.41		-0.15
84. Institution's commitment to under-represented populations?		5.55 / 1.40			5.69 / 1.40		-0.14
85. Institution's commitment to commuters?		5.68 / 1.43			5.66 / 1.44		0.02
86. Institution's commitment to students with disabilities?		5.83 / 1.37			5.82 / 1.38		0.01

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 - Safety and Security

Scale/Item	Pulaski Technical College-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.17	5.38 / 1.24	0.79	6.21	5.49 / 1.19	0.72	-0.11
4. Security staff are helpful.	6.06	5.61 / 1.45	0.45	5.93	5.48 / 1.51	0.45	0.13
11. Security staff respond quickly in emergencies.	6.25	5.42 / 1.45	0.83	6.20	5.45 / 1.46	0.75	-0.03
24. Parking lots are well-lighted and secure.	6.13	5.00 / 1.88	1.13	6.22	5.52 / 1.55	0.70	-0.52 ***
31. The campus is safe and secure for all students.	6.35	5.57 / 1.55	0.78	6.44	5.90 / 1.27	0.54	-0.33 ***
39. The amount of student parking space on campus is adequate.	6.06	5.28 / 1.68	0.78	6.24	5.07 / 1.88	1.17	0.21

* 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-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.09	5.38 / 1.17	0.71	6.12	5.59 / 1.11	0.53	-0.21 **
5. The personnel involved in registration are helpful.	6.32	5.50 / 1.61	0.82	6.28	5.61 / 1.52	0.67	-0.11
22. People on this campus respect and are supportive of each other.	6.03	5.53 / 1.43	0.50	6.16	5.66 / 1.36	0.50	-0.13
26. Library staff are helpful and approachable.	6.06	5.75 / 1.42	0.31	6.11	5.87 / 1.32	0.24	-0.12
27. The campus staff are caring and helpful.	6.22	5.57 / 1.45	0.65	6.23	5.78 / 1.30	0.45	-0.21 *
44. I generally know what's happening on campus.	5.80	5.08 / 1.71	0.72	5.75	5.30 / 1.57	0.45	-0.22 *
57. Administrators are approachable to students.	6.10	5.42 / 1.53	0.68	6.18	5.62 / 1.45	0.56	-0.20 *
62. Bookstore staff are helpful.	6.17	5.41 / 1.73	0.76	6.15	5.82 / 1.41	0.33	-0.41 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.08	5.03 / 1.72	1.05	6.13	5.36 / 1.63	0.77	-0.33 **
67. Channels for expressing student complaints are readily available.	6.01	5.13 / 1.58	0.88	6.08	5.20 / 1.69	0.88	-0.07

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

National Group Means are based on 142906 records.

Institutional Summary

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

Scale/Item	Pulaski Technical College-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.09	5.51 / 1.22	0.58	6.16	5.65 / 1.17	0.51	-0.14
1. Most students feel a sense of belonging here.	5.56	5.46 / 1.45	0.10	5.78	5.52 / 1.37	0.26	-0.06
16. The college shows concern for students as individuals.	6.30	5.26 / 1.65	1.04	6.20	5.40 / 1.55	0.80	-0.14
27. The campus staff are caring and helpful.	6.22	5.57 / 1.45	0.65	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	5.56 / 1.49	0.55	6.25	5.73 / 1.42	0.52	-0.17
36. Students are made to feel welcome on this campus.	6.25	5.76 / 1.33	0.49	6.30	5.87 / 1.32	0.43	-0.11
57. Administrators are approachable to students.	6.10	5.42 / 1.53	0.68	6.18	5.62 / 1.45	0.56	-0.20 *

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

National Group Means are based on 142906 records.

Institutional Summary

Items: In Sequential Order

Item	Pulaski Technical College-South - 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	5.46 / 1.45	0.10	5.78	5.52 / 1.37	0.26	-0.06
2. Faculty care about me as an individual.	6.05	5.53 / 1.45	0.52	6.12	5.59 / 1.41	0.53	-0.06
3. The quality of instruction in the vocational/technical programs is excellent.	6.16	5.58 / 1.40	0.58	6.21	5.58 / 1.35	0.63	0.00
4. Security staff are helpful.	6.06	5.61 / 1.45	0.45	5.93	5.48 / 1.51	0.45	0.13
5. The personnel involved in registration are helpful.	6.32	5.50 / 1.61	0.82	6.28	5.61 / 1.52	0.67	-0.11
6. My academic advisor is approachable.	6.38	5.73 / 1.50	0.65	6.34	5.70 / 1.58	0.64	0.03
7. Adequate financial aid is available for most students.	6.43	5.39 / 1.59	1.04	6.30	5.43 / 1.65	0.87	-0.04
8. Classes are scheduled at times that are convenient for me.	6.48	5.64 / 1.51	0.84	6.44	5.62 / 1.48	0.82	0.02
9. Internships or practical experiences are provided in my degree/certificate program.	5.91	4.89 / 1.72	1.02	6.06	5.24 / 1.63	0.82	-0.35 **
10. Child care facilities are available on campus.	4.62	4.17 / 1.79	0.45	4.81	4.53 / 1.87	0.28	-0.36 **
11. Security staff respond quickly in emergencies.	6.25	5.42 / 1.45	0.83	6.20	5.45 / 1.46	0.75	-0.03
12. My academic advisor helps me set goals to work toward.	6.24	5.31 / 1.66	0.93	6.15	5.35 / 1.73	0.80	-0.04
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.38	4.90 / 1.78	1.48	6.21	5.27 / 1.67	0.94	-0.37 ***
14. Library resources and services are adequate.	6.27	5.83 / 1.37	0.44	6.24	5.91 / 1.29	0.33	-0.08
15. I am able to register for classes I need with few conflicts.	6.42	5.56 / 1.43	0.86	6.42	5.66 / 1.48	0.76	-0.10
16. The college shows concern for students as individuals.	6.30	5.26 / 1.65	1.04	6.20	5.40 / 1.55	0.80	-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 142906 records.

Institutional Summary

Items: In Sequential Order

Item	Pulaski Technical College-South - 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.	5.34	4.96 / 1.44	0.38	5.46	5.14 / 1.51	0.32	-0.18
18. The quality of instruction I receive in most of my classes is excellent.	6.46	5.69 / 1.37	0.77	6.48	5.68 / 1.37	0.80	0.01
19. This campus provides effective support services for displaced homemakers.	5.33	4.91 / 1.47	0.42	5.57	5.15 / 1.49	0.42	-0.24 *
20. Financial aid counselors are helpful.	6.40	5.08 / 1.85	1.32	6.23	5.37 / 1.66	0.86	-0.29 **
21. There are a sufficient number of study areas on campus.	6.06	5.51 / 1.58	0.55	6.18	5.80 / 1.41	0.38	-0.29 **
22. People on this campus respect and are supportive of each other.	6.03	5.53 / 1.43	0.50	6.16	5.66 / 1.36	0.50	-0.13
23. Faculty are understanding of students' unique life circumstances.	6.17	5.37 / 1.56	0.80	6.27	5.50 / 1.53	0.77	-0.13
24. Parking lots are well-lighted and secure.	6.13	5.00 / 1.88	1.13	6.22	5.52 / 1.55	0.70	-0.52 ***
25. My academic advisor is concerned about my success as an individual.	6.19	5.21 / 1.73	0.98	6.24	5.39 / 1.70	0.85	-0.18
26. Library staff are helpful and approachable.	6.06	5.75 / 1.42	0.31	6.11	5.87 / 1.32	0.24	-0.12
27. The campus staff are caring and helpful.	6.22	5.57 / 1.45	0.65	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	5.56 / 1.49	0.55	6.25	5.73 / 1.42	0.52	-0.17
29. Faculty are fair and unbiased in their treatment of individual students.	6.22	5.52 / 1.47	0.70	6.36	5.65 / 1.48	0.71	-0.13
30. The career services office provides students with the help they need to get a job.	6.00	5.18 / 1.48	0.82	6.10	5.40 / 1.49	0.70	-0.22 *
31. The campus is safe and secure for all students.	6.35	5.57 / 1.55	0.78	6.44	5.90 / 1.27	0.54	-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

Items: In Sequential Order

Item	Pulaski Technical College-South - 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.	6.48	5.47 / 1.54	1.01	6.41	5.65 / 1.61	0.76	-0.18
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.97	5.24 / 1.46	0.73	6.04	5.52 / 1.45	0.52	-0.28 **
34. Computer labs are adequate and accessible.	6.24	5.76 / 1.44	0.48	6.28	5.91 / 1.33	0.37	-0.15
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.23	5.52 / 1.48	0.71	6.29	5.66 / 1.42	0.63	-0.14
36. Students are made to feel welcome on this campus.	6.25	5.76 / 1.33	0.49	6.30	5.87 / 1.32	0.43	-0.11
37. Faculty take into consideration student differences as they teach a course.	6.25	5.42 / 1.48	0.83	6.19	5.45 / 1.50	0.74	-0.03
38. The student center is a comfortable place for students to spend their leisure time.	5.85	5.31 / 1.56	0.54	5.93	5.65 / 1.41	0.28	-0.34 ***
39. The amount of student parking space on campus is adequate.	6.06	5.28 / 1.68	0.78	6.24	5.07 / 1.88	1.17	0.21
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.35	5.23 / 1.69	1.12	6.29	5.46 / 1.64	0.83	-0.23 *
41. Admissions staff are knowledgeable.	6.30	5.45 / 1.53	0.85	6.31	5.70 / 1.41	0.61	-0.25 **
42. The equipment in the lab facilities is kept up to date.	6.19	5.33 / 1.64	0.86	6.26	5.69 / 1.40	0.57	-0.36 ***
43. Class change (drop/add) policies are reasonable.	6.30	5.66 / 1.38	0.64	6.23	5.74 / 1.42	0.49	-0.08
44. I generally know what's happening on campus.	5.80	5.08 / 1.71	0.72	5.75	5.30 / 1.57	0.45	-0.22 *
45. This institution has a good reputation within the community.	6.04	5.57 / 1.40	0.47	6.18	5.86 / 1.33	0.32	-0.29 ***
46. Faculty provide timely feedback about student progress in a course.	6.20	5.38 / 1.51	0.82	6.32	5.53 / 1.49	0.79	-0.15

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National Group Means are based on 142906 records.

Institutional Summary

Items: In Sequential Order

Item	Pulaski Technical College-South - 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.	6.11	5.34 / 1.45	0.77	6.19	5.51 / 1.49	0.68	-0.17
48. Counseling staff care about students as individuals.	6.14	5.35 / 1.57	0.79	6.22	5.59 / 1.49	0.63	-0.24 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.08	5.25 / 1.58	0.83	6.16	5.54 / 1.46	0.62	-0.29 **
50. Tutoring services are readily available.	6.08	5.58 / 1.42	0.50	6.21	5.79 / 1.40	0.42	-0.21 *
51. There are convenient ways of paying my school bill.	6.24	5.41 / 1.63	0.83	6.30	5.75 / 1.44	0.55	-0.34 ***
52. This school does whatever it can to help me reach my educational goals.	6.29	5.41 / 1.49	0.88	6.32	5.53 / 1.49	0.79	-0.12
53. The assessment and course placement procedures are reasonable.	6.11	5.53 / 1.39	0.58	6.19	5.64 / 1.39	0.55	-0.11
54. Faculty are interested in my academic problems.	6.13	5.38 / 1.47	0.75	6.16	5.46 / 1.51	0.70	-0.08
55. Academic support services adequately meet the needs of students.	6.17	5.39 / 1.49	0.78	6.20	5.61 / 1.40	0.59	-0.22 *
56. The business office is open during hours which are convenient for most students.	6.21	5.36 / 1.60	0.85	6.16	5.66 / 1.40	0.50	-0.30 ***
57. Administrators are approachable to students.	6.10	5.42 / 1.53	0.68	6.18	5.62 / 1.45	0.56	-0.20 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.34	5.78 / 1.42	0.56	6.43	5.89 / 1.30	0.54	-0.11
59. New student orientation services help students adjust to college.	6.01	5.28 / 1.57	0.73	6.03	5.54 / 1.51	0.49	-0.26 **
60. Billing policies are reasonable.	6.25	5.40 / 1.62	0.85	6.22	5.63 / 1.44	0.59	-0.23 *
61. Faculty are usually available after class and during office hours.	6.20	5.86 / 1.37	0.34	6.30	5.84 / 1.33	0.46	0.02

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National Group Means are based on 142906 records.

Institutional Summary

Items: In Sequential Order

Item	Pulaski Technical College-South - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.17	5.41 / 1.73	0.76	6.15	5.82 / 1.41	0.33	-0.41 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.08	5.03 / 1.72	1.05	6.13	5.36 / 1.63	0.77	-0.33 **
64. Nearly all classes deal with practical experiences and applications.	6.23	5.58 / 1.39	0.65	6.21	5.63 / 1.38	0.58	-0.05
65. Students are notified early in the term if they are doing poorly in a class.	6.21	4.97 / 1.76	1.24	6.24	5.22 / 1.72	1.02	-0.25 *
66. Program requirements are clear and reasonable.	6.30	5.60 / 1.39	0.70	6.38	5.77 / 1.38	0.61	-0.17
67. Channels for expressing student complaints are readily available.	6.01	5.13 / 1.58	0.88	6.08	5.20 / 1.69	0.88	-0.07
68. On the whole, the campus is well-maintained.	6.28	5.78 / 1.30	0.50	6.31	6.03 / 1.24	0.28	-0.25 **
69. There is a good variety of courses provided on this campus.	6.39	5.49 / 1.58	0.90	6.39	5.87 / 1.35	0.52	-0.38 ***
70. I am able to experience intellectual growth here.	6.43	5.75 / 1.38	0.68	6.44	5.98 / 1.27	0.46	-0.23 **
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-South - 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?		5.78 / 1.37			5.81 / 1.35		-0.03
82. Institution's commitment to evening students?		5.60 / 1.51			5.67 / 1.44		-0.07
83. Institution's commitment to older, returning learners?		5.63 / 1.49			5.78 / 1.41		-0.15
84. Institution's commitment to under-represented populations?		5.55 / 1.40			5.69 / 1.40		-0.14
85. Institution's commitment to commuters?		5.68 / 1.43			5.66 / 1.44		0.02
86. Institution's commitment to students with disabilities?		5.83 / 1.37			5.82 / 1.38		0.01
87. Cost as factor in decision to enroll.	6.58			6.35			
88. Financial aid as factor in decision to enroll.	6.34			6.10			
89. Academic reputation as factor in decision to enroll.	5.96			5.97			
90. Size of institution as factor in decision to enroll.	5.32			5.25			
91. Opportunity to play sports as factor in decision to enroll.	3.61			3.75			
92. Recommendations from family/friends as factor in decision to enroll.	5.12			5.08			
93. Geographic setting as factor in decision to enroll.	5.56			5.61			
94. Campus appearance as factor in decision to enroll.	5.64			5.32			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.56			5.51			

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National Group Means are based on 142906 records.

Institutional Summary

Summary Items

Summary Item	Pulaski Technical College-South - 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 2% 0% 3% 34% 26% 12% 19%	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% 5% 13% 16% 35% 25%	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: 5.69 3% 2% 3% 11% 10% 28% 40%	Average: 5.82 2% 3% 3% 7% 10% 30% 42%	-0.13