

Demographics

Gender

Demographic Responses	N	%
Female	145	70.73%
Male	60	29.27%
Total	205	100.00%
No Answer	26	

Class Level

Demographic Responses	N	%
1 year or less	60	27.40%
2 years	118	53.88%
3 years	20	9.13%
4 or more years	21	9.59%
Total	219	100.00%
No Answer	12	

Age

Demographic Responses	N	%
18 and under	7	3.40%
19 to 24	65	31.55%
25 to 34	60	29.13%
35 to 44	40	19.42%
45 and over	34	16.50%
Total	206	100.00%
No Answer	25	

Current GPA

Demographic Responses	N	%
No credits earned	10	4.61%
1.99 or below	3	1.38%
2.0 - 2.49	15	6.91%
2.5 - 2.99	34	15.67%
3.0 - 3.49	61	28.11%
3.5 or above	94	43.32%
Total	217	100.00%
No Answer	14	

Demographics

Ethnicity/Race

Demographic Responses	N	%
African-American	77	34.38%
American Indian or Alaskan Native	4	1.79%
Asian or Pacific Islander	7	3.13%
Caucasian/White	101	45.09%
Hispanic	14	6.25%
Other race	8	3.57%
Race - Prefer not to respond	13	5.80%
Total	224	100.00%
No Answer	7	

Educational Goal

Demographic Responses	N	%
Associate degree	109	50.46%
Vocational/technical program	17	7.87%
Transfer to another institution	69	31.94%
Certification (initial / renewal)	6	2.78%
Self-improvement/pleasure	2	0.93%
Job-related training	1	0.46%
Other educational goal	12	5.56%
Total	216	100.00%
No Answer	15	

Current Enrollment Status

Demographic Responses	N	%
Day	168	76.71%
Evening	51	23.29%
Weekend	0	0.00%
Total	219	100.00%
No Answer	12	

Employment

Demographic Responses	N	%
Full-time off campus	89	41.98%
Part-time off campus	40	18.87%
Full-time on campus	7	3.30%
Part-time on campus	8	3.77%
Not employed	68	32.08%
Total	212	100.00%
No Answer	19	

Demographics

Current Class Load

Demographic Responses	N	%
Full-time	138	63.01%
Part-time	81	36.99%
Total	219	100.00%
No Answer	12	

Current Residence

Demographic Responses	N	%
Residence hall	0	0.00%
Own house	87	41.04%
Rent room or apt off campus	46	21.70%
Parent's home	64	30.19%
Other residence	15	7.08%
Total	212	100.00%
No Answer	19	

Residence Classification

Demographic Responses	N	%
In-state	209	98.12%
Out-of-state	1	0.47%
International (not U.S. citizen)	3	1.41%
Total	213	100.00%
No Answer	18	

Disabilities

Demographic Responses	N	%
Yes - Disability	43	20.28%
No - Disability	169	79.72%
Total	212	100.00%
No Answer	19	

Institution Was My...

Demographic Responses	N	%
1st choice	161	71.88%
2nd choice	49	21.88%
3rd choice or lower	14	6.25%
Total	224	100.00%
No Answer	7	

Strategic Planning Overview

Strengths and Challenges

Strengths

No	Item
31	The campus is safe and secure for all students.
48	Counseling staff care about students as individuals.
41	Admissions staff are knowledgeable.
58	Nearly all of the faculty are knowledgeable in their fields.
70	I am able to experience intellectual growth here.
50	Tutoring services are readily available.
68	On the whole, the campus is well-maintained.
34	Computer labs are adequate and accessible.
14	Library resources and services are adequate.
27	The campus staff are caring and helpful.
24	Parking lots are well-lighted and secure.
36	Students are made to feel welcome on this campus.
69	There is a good variety of courses provided on this campus.
39	The amount of student parking space on campus is adequate.
45	This institution has a good reputation within the community.
21	There are a sufficient number of study areas on campus.
76	Campus item: Adequate virtual library resources were provided while I was off campus.
77	Campus item: Tutoring services were readily available virtually.

Challenges

No	Item
51	There are convenient ways of paying my school bill.
52	This school does whatever it can to help me reach my educational goals.
40	My academic advisor is knowledgeable about the transfer requirements of other schools.
46	Faculty provide timely feedback about student progress in a course.
73	Campus item: My program advisor was accessible by telephone, e-mail and/or virtually while I was off campus.
42	The equipment in the lab facilities is kept up to date.
55	Academic support services adequately meet the needs of students.
15	I am able to register for classes I need with few conflicts.

Institutional Summary

Scales: In Order of Importance

Scale	Pulaski Technical College - SSI				National Community Colleges 2017-2020					
	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
Academic Services	6.58	6.31	1.12	0.27	6.28	5.90	1.05	0.38	0.41	***
Academic Advising/Counseling	6.55	6.07	1.40	0.48	6.33	5.62	1.36	0.71	0.45	***
Instructional Effectiveness	6.54	6.17	1.22	0.37	6.34	5.73	1.12	0.61	0.44	***
Registration Effectiveness	6.54	6.14	1.06	0.40	6.33	5.77	1.07	0.56	0.37	***
Safety and Security	6.54	6.37	0.95	0.17	6.28	5.59	1.19	0.69	0.78	***
Service Excellence	6.50	6.17	1.13	0.33	6.18	5.67	1.12	0.51	0.50	***
Admissions and Financial Aid	6.49	6.05	1.31	0.44	6.27	5.58	1.27	0.69	0.47	***
Campus Climate	6.48	6.14	1.16	0.34	6.20	5.68	1.12	0.52	0.46	***
Concern for the Individual	6.46	6.06	1.33	0.40	6.27	5.61	1.25	0.66	0.45	***
Student Centeredness	6.45	6.13	1.27	0.32	6.22	5.74	1.18	0.48	0.39	***
Campus Support Services	6.28	5.92	1.40	0.36	5.90	5.46	1.29	0.44	0.46	***
Responsiveness to Diverse Populations		6.33	1.24			5.84	1.27		0.49	***

- ★ 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 120,705 records

Institutional Summary

Items: In Order of Importance

Pulaski Technical College - SSI

National Community Colleges 2017-2020

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
★	31	The campus is safe and secure for all students.	6.72	6.57	0.89	0.15	6.50	5.98	1.26	0.52	0.59	★★★
★	48	Counseling staff care about students as individuals.	6.69	6.31	1.31	0.38	6.29	5.71	1.48	0.58	0.60	★★★
★	41	Admissions staff are knowledgeable.	6.66	6.29	1.30	0.37	6.36	5.82	1.39	0.54	0.47	★★★
★	58	Nearly all of the faculty are knowledgeable in their fields.	6.66	6.31	1.32	0.35	6.47	5.95	1.29	0.52	0.36	★★★
★	70	I am able to experience intellectual growth here.	6.66	6.34	1.29	0.32	6.48	6.06	1.25	0.42	0.28	★★
★	50	Tutoring services are readily available.	6.64	6.40	1.20	0.24	6.30	5.89	1.39	0.41	0.51	★★★
🚩	51	There are convenient ways of paying my school bill.	6.63	6.14	1.51	0.49	6.35	5.82	1.44	0.53	0.32	★★
★	68	On the whole, the campus is well-maintained.	6.63	6.49	0.96	0.14	6.38	6.09	1.23	0.29	0.40	★★★
	78	Campus item: Refund and billing policies were appropriate during the pandemic response.	6.63	6.20	1.59	0.43						
★	34	Computer labs are adequate and accessible.	6.62	6.46	1.05	0.16	6.33	6.01	1.30	0.32	0.45	★★★
	66	Program requirements are clear and reasonable.	6.62	6.26	1.40	0.36	6.42	5.85	1.37	0.57	0.41	★★★
	35	Policies and procedures regarding registration and course selection are clear and well-publicized.	6.61	6.17	1.43	0.44	6.35	5.75	1.41	0.60	0.42	★★★
🚩	52	This school does whatever it can to help me reach my educational goals.	6.61	6.01	1.62	0.60	6.36	5.62	1.49	0.74	0.39	★★★
	80	Campus item: Appropriate technical assistance was available to support virtual learning.	6.61	6.22	1.36	0.39						
★	14	Library resources and services are adequate.	6.60	6.42	1.19	0.18	6.32	6.01	1.26	0.31	0.41	★★★
🚩	40	My academic advisor is knowledgeable about the transfer requirements of other schools.	6.60	6.06	1.66	0.54	6.35	5.58	1.63	0.77	0.48	★★★
🚩	46	Faculty provide timely feedback about student progress in a course.	6.60	6.09	1.46	0.51	6.35	5.61	1.49	0.74	0.48	★★★
🚩	73	Campus item: My program advisor was accessible by telephone, e-mail and/or virtually while I was off campus.	6.60	6.12	1.51	0.48						
	32	My academic advisor is knowledgeable about my program requirements.	6.59	6.13	1.60	0.46	6.45	5.75	1.60	0.70	0.38	★★
★	27	The campus staff are caring and helpful.	6.58	6.32	1.14	0.26	6.30	5.88	1.29	0.42	0.44	★★★
🚩	42	The equipment in the lab facilities is kept up to date.	6.58	6.09	1.48	0.49	6.31	5.78	1.39	0.53	0.31	★★

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Institutional Summary

Items: In Order of Importance

Pulaski Technical College - SSI

National Community Colleges 2017-2020

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
★	55	Academic support services adequately meet the needs of students.	6.58	6.02	1.60	0.56	6.27	5.71	1.40	0.56	0.31	★★
★	24	Parking lots are well-lighted and secure.	6.57	6.46	1.02	0.11	6.26	5.58	1.56	0.68	0.88	★★★
★	36	Students are made to feel welcome on this campus.	6.57	6.29	1.33	0.28	6.36	5.96	1.30	0.40	0.33	★★★
	57	Administrators are approachable to students.	6.57	6.17	1.46	0.40	6.24	5.71	1.45	0.53	0.46	★★★
★	69	There is a good variety of courses provided on this campus.	6.57	6.36	1.09	0.21	6.43	5.98	1.30	0.45	0.38	★★★
	6	My academic advisor is approachable.	6.56	6.17	1.50	0.39	6.38	5.78	1.57	0.60	0.39	★★★
★	15	I am able to register for classes I need with few conflicts.	6.55	6.03	1.56	0.52	6.44	5.75	1.46	0.69	0.28	★★
	22	People on this campus respect and are supportive of each other.	6.55	6.27	1.25	0.28	6.24	5.77	1.34	0.47	0.50	★★★
★	39	The amount of student parking space on campus is adequate.	6.55	6.37	1.22	0.18	6.26	5.18	1.88	1.08	1.19	★★★
	43	Class change (drop/add) policies are reasonable.	6.55	6.25	1.44	0.30	6.30	5.83	1.43	0.47	0.42	★★★
★	45	This institution has a good reputation within the community.	6.55	6.34	1.10	0.21	6.25	5.95	1.32	0.30	0.39	★★★
★	21	There are a sufficient number of study areas on campus.	6.54	6.29	1.33	0.25	6.26	5.90	1.39	0.36	0.39	★★★
	23	Faculty are understanding of students' unique life circumstances.	6.54	6.11	1.56	0.43	6.31	5.58	1.54	0.73	0.53	★★★
	29	Faculty are fair and unbiased in their treatment of individual students.	6.54	6.22	1.49	0.32	6.40	5.75	1.47	0.65	0.47	★★★
	49	Admissions counselors respond to prospective students' unique needs and requests.	6.54	6.18	1.44	0.36	6.24	5.66	1.45	0.58	0.52	★★★
	53	The assessment and course placement procedures are reasonable.	6.54	6.28	1.24	0.26	6.26	5.75	1.39	0.51	0.53	★★★
	62	Bookstore staff are helpful.	6.54	6.18	1.46	0.36	6.20	5.88	1.42	0.32	0.30	★★
★	76	Campus item: Adequate virtual library resources were provided while I was off campus.	6.54	6.37	1.25	0.17						
★	77	Campus item: Tutoring services were readily available virtually.	6.54	6.38	1.16	0.16						
	75	Campus item: This institution responded quickly when I requested information while we were off campus.	6.53	6.14	1.43	0.39						
	26	Library staff are helpful and approachable.	6.52	6.51	1.07	0.01	6.20	5.97	1.30	0.23	0.54	★★★

- ★ Difference statistically significant at the .05 level
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Institutional Summary

Items: In Order of Importance

Pulaski Technical College - SSI

National Community Colleges
2017-2020

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	56	The business office is open during hours which are convenient for most students.	6.52	6.21	1.31	0.31	6.23	5.75	1.40	0.48	0.46	★★★
	65	Students are notified early in the term if they are doing poorly in a class.	6.52	6.06	1.57	0.46	6.26	5.31	1.74	0.95	0.75	★★★
	67	Channels for expressing student complaints are readily available.	6.52	5.99	1.59	0.53	6.15	5.30	1.70	0.85	0.69	★★★
	72	Campus item: Faculty provided timely feedback about my academic progress while we studied virtually.	6.52	5.93	1.58	0.59						
	33	Admissions counselors accurately portray the campus in their recruiting practices.	6.51	6.14	1.43	0.37	6.13	5.64	1.45	0.49	0.50	★★★
	54	Faculty are interested in my academic problems.	6.51	6.00	1.64	0.51	6.21	5.54	1.53	0.67	0.46	★★★
	74	Campus item: I have received timely information on the availability of financial aid while we were remote.	6.51	6.17	1.48	0.34						
	79	Campus item: Virtual career services were available while we were off campus.	6.51	6.21	1.34	0.30						
	5	The personnel involved in registration are helpful.	6.50	6.19	1.43	0.31	6.33	5.71	1.50	0.62	0.48	★★★
	8	Classes are scheduled at times that are convenient for me.	6.50	5.99	1.56	0.51	6.44	5.72	1.47	0.72	0.27	★★
	61	Faculty are usually available after class and during office hours.	6.50	6.33	1.25	0.17	6.35	5.92	1.32	0.43	0.41	★★★
	13	Financial aid awards are announced to students in time to be helpful in college planning.	6.49	6.03	1.57	0.46	6.25	5.36	1.68	0.89	0.67	★★★
	28	It is an enjoyable experience to be a student on this campus.	6.49	6.21	1.39	0.28	6.30	5.80	1.42	0.50	0.41	★★★
	37	Faculty take into consideration student differences as they teach a course.	6.49	6.05	1.57	0.44	6.25	5.52	1.52	0.73	0.53	★★★
	63	I seldom get the "run-around" when seeking information on this campus.	6.49	5.91	1.64	0.58	6.15	5.43	1.64	0.72	0.48	★★★
	25	My academic advisor is concerned about my success as an individual.	6.48	6.01	1.68	0.47	6.28	5.47	1.71	0.81	0.54	★★★
	47	There are adequate services to help me decide upon a career.	6.48	5.99	1.48	0.49	6.25	5.63	1.48	0.62	0.36	★★
	60	Billing policies are reasonable.	6.47	6.15	1.39	0.32	6.27	5.71	1.45	0.56	0.44	★★★
	87	Cost as factor in decision to enroll.	6.47				6.38					
	11	Security staff respond quickly in emergencies.	6.46	6.22	1.36	0.24	6.31	5.62	1.45	0.69	0.60	★★★
	18	The quality of instruction I receive in most of my classes is excellent.	6.46	6.12	1.40	0.34	6.49	5.72	1.38	0.77	0.40	★★★
	64	Nearly all classes deal with practical experiences and applications.	6.45	6.04	1.45	0.41	6.25	5.70	1.39	0.55	0.34	★★
	2	Faculty care about me as an individual.	6.39	6.05	1.49	0.34	6.14	5.63	1.42	0.51	0.42	★★★

- ★ 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 120,705 records

Institutional Summary

Items: In Order of Importance

Pulaski Technical College - SSI

National Community Colleges
2017-2020

Scale

All

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	3	The quality of instruction in the vocational/technical programs is excellent.	6.39	6.05	1.43	0.34	6.24	5.64	1.36	0.60	0.41	★★★
	71	Campus item: The quality of virtual instruction was excellent following the move from on-campus classes.	6.39	5.85	1.67	0.54						
	88	Financial aid as factor in decision to enroll.	6.39				6.16					
	4	Security staff are helpful.	6.38	6.15	1.47	0.23	6.06	5.61	1.50	0.45	0.54	★★★
	20	Financial aid counselors are helpful.	6.38	5.78	1.84	0.60	6.27	5.47	1.66	0.80	0.31	★
	59	New student orientation services help students adjust to college.	6.37	6.13	1.45	0.24	6.11	5.63	1.53	0.48	0.50	★★★
	89	Academic reputation as factor in decision to enroll.	6.37				6.01					
	7	Adequate financial aid is available for most students.	6.35	5.89	1.77	0.46	6.33	5.52	1.63	0.81	0.37	★★
	12	My academic advisor helps me set goals to work toward.	6.33	5.88	1.77	0.45	6.20	5.44	1.74	0.76	0.44	★★★
	17	Personnel in the Veterans' Services program are helpful.	6.33	5.99	1.39	0.34	5.64	5.29	1.54	0.35	0.70	★★★
	30	The career services office provides students with the help they need to get a job.	6.32	5.90	1.58	0.42	6.18	5.55	1.48	0.63	0.35	★
	9	Internships or practical experiences are provided in my degree/certificate program.	6.31	5.43	1.98	0.88	6.11	5.32	1.64	0.79	0.11	
	38	The student center is a comfortable place for students to spend their leisure time.	6.31	6.04	1.55	0.27	6.05	5.77	1.40	0.28	0.27	★
	16	The college shows concern for students as individuals.	6.27	5.80	1.71	0.47	6.23	5.48	1.56	0.75	0.32	★★
	1	Most students feel a sense of belonging here.	6.26	6.02	1.41	0.24	5.90	5.61	1.36	0.29	0.41	★★★
	44	I generally know what's happening on campus.	6.23	5.99	1.58	0.24	5.83	5.37	1.60	0.46	0.62	★★★
	19	This campus provides effective support services for displaced homemakers.	6.17	5.77	1.59	0.40	5.74	5.30	1.52	0.44	0.47	★★
	95	Personalized attention prior to enrollment as factor in decision to enroll.	5.98				5.57					
	93	Geographic setting as factor in decision to enroll.	5.92				5.68					
	10	Child care facilities are available on campus.	5.84	5.36	2.02	0.48	5.05	4.64	1.96	0.41	0.72	★★★
	90	Size of institution as factor in decision to enroll.	5.81				5.33					
	94	Campus appearance as factor in decision to enroll.	5.77				5.41					
	92	Recommendations from family/friends as factor in decision to enroll.	5.47				5.18					

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

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Institutional Summary

Items: In Order of Importance

		Pulaski Technical College - SSI				National Community Colleges 2017-2020						
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	91	Opportunity to play sports as factor in decision to enroll.	4.07				3.93					
	81	Institution's commitment to part-time students?		6.37	1.26			5.90	1.35		0.47	★★★
	82	Institution's commitment to evening students?		6.26	1.40			5.76	1.45		0.50	★★★
	83	Institution's commitment to older, returning learners?		6.35	1.27			5.87	1.41		0.48	★★★
	84	Institution's commitment to under-represented populations?		6.32	1.27			5.80	1.40		0.52	★★★
	85	Institution's commitment to commuters?		6.30	1.15			5.76	1.44		0.54	★★★
	86	Institution's commitment to students with disabilities?		6.38	1.14			5.93	1.36		0.45	★★★

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

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Institutional Summary

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

		Pulaski Technical College - SSI				National Community Colleges 2017-2020						
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	6	My academic advisor is approachable.	6.56	6.17	1.50	0.39	6.38	5.78	1.57	0.60	0.39	★★★
	12	My academic advisor helps me set goals to work toward.	6.33	5.88	1.77	0.45	6.20	5.44	1.74	0.76	0.44	★★★
	25	My academic advisor is concerned about my success as an individual.	6.48	6.01	1.68	0.47	6.28	5.47	1.71	0.81	0.54	★★★
	32	My academic advisor is knowledgeable about my program requirements.	6.59	6.13	1.60	0.46	6.45	5.75	1.60	0.70	0.38	★★
🚩	40	My academic advisor is knowledgeable about the transfer requirements of other schools.	6.60	6.06	1.66	0.54	6.35	5.58	1.63	0.77	0.48	★★★
★	48	Counseling staff care about students as individuals.	6.69	6.31	1.31	0.38	6.29	5.71	1.48	0.58	0.60	★★★
🚩	52	This school does whatever it can to help me reach my educational goals.	6.61	6.01	1.62	0.60	6.36	5.62	1.49	0.74	0.39	★★★

- ★ 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 120,705 records

Institutional Summary

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

		Pulaski Technical College - SSI					National Community Colleges 2017-2020					
Scale												
Academic Services												
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
★	14	Library resources and services are adequate.	6.60	6.42	1.19	0.18	6.32	6.01	1.26	0.31	0.41	★★★
★	21	There are a sufficient number of study areas on campus.	6.54	6.29	1.33	0.25	6.26	5.90	1.39	0.36	0.39	★★★
	26	Library staff are helpful and approachable.	6.52	6.51	1.07	0.01	6.20	5.97	1.30	0.23	0.54	★★★
★	34	Computer labs are adequate and accessible.	6.62	6.46	1.05	0.16	6.33	6.01	1.30	0.32	0.45	★★★
🚩	42	The equipment in the lab facilities is kept up to date.	6.58	6.09	1.48	0.49	6.31	5.78	1.39	0.53	0.31	★★
★	50	Tutoring services are readily available.	6.64	6.40	1.20	0.24	6.30	5.89	1.39	0.41	0.51	★★★
🚩	55	Academic support services adequately meet the needs of students.	6.58	6.02	1.60	0.56	6.27	5.71	1.40	0.56	0.31	★★

- ★ 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 120,705 records

Institutional Summary

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

		Pulaski Technical College - SSI				National Community Colleges 2017-2020						
Scale												
Admissions and Financial Aid												
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	7	Adequate financial aid is available for most students.	6.35	5.89	1.77	0.46	6.33	5.52	1.63	0.81	0.37	★★
	13	Financial aid awards are announced to students in time to be helpful in college planning.	6.49	6.03	1.57	0.46	6.25	5.36	1.68	0.89	0.67	★★★
	20	Financial aid counselors are helpful.	6.38	5.78	1.84	0.60	6.27	5.47	1.66	0.80	0.31	★
	33	Admissions counselors accurately portray the campus in their recruiting practices.	6.51	6.14	1.43	0.37	6.13	5.64	1.45	0.49	0.50	★★★
★	41	Admissions staff are knowledgeable.	6.66	6.29	1.30	0.37	6.36	5.82	1.39	0.54	0.47	★★★
	49	Admissions counselors respond to prospective students' unique needs and requests.	6.54	6.18	1.44	0.36	6.24	5.66	1.45	0.58	0.52	★★★

- ★ 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 120,705 records

Institutional Summary

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

		Pulaski Technical College - SSI				National Community Colleges 2017-2020						
Scale												
Campus Climate												
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	1	Most students feel a sense of belonging here.	6.26	6.02	1.41	0.24	5.90	5.61	1.36	0.29	0.41	★★★
	2	Faculty care about me as an individual.	6.39	6.05	1.49	0.34	6.14	5.63	1.42	0.51	0.42	★★★
	16	The college shows concern for students as individuals.	6.27	5.80	1.71	0.47	6.23	5.48	1.56	0.75	0.32	★★
	22	People on this campus respect and are supportive of each other.	6.55	6.27	1.25	0.28	6.24	5.77	1.34	0.47	0.50	★★★
★	27	The campus staff are caring and helpful.	6.58	6.32	1.14	0.26	6.30	5.88	1.29	0.42	0.44	★★★
	28	It is an enjoyable experience to be a student on this campus.	6.49	6.21	1.39	0.28	6.30	5.80	1.42	0.50	0.41	★★★
★	31	The campus is safe and secure for all students.	6.72	6.57	0.89	0.15	6.50	5.98	1.26	0.52	0.59	★★★
★	36	Students are made to feel welcome on this campus.	6.57	6.29	1.33	0.28	6.36	5.96	1.30	0.40	0.33	★★★
	44	I generally know what's happening on campus.	6.23	5.99	1.58	0.24	5.83	5.37	1.60	0.46	0.62	★★★
★	45	This institution has a good reputation within the community.	6.55	6.34	1.10	0.21	6.25	5.95	1.32	0.30	0.39	★★★
🚩	52	This school does whatever it can to help me reach my educational goals.	6.61	6.01	1.62	0.60	6.36	5.62	1.49	0.74	0.39	★★★
	57	Administrators are approachable to students.	6.57	6.17	1.46	0.40	6.24	5.71	1.45	0.53	0.46	★★★
	59	New student orientation services help students adjust to college.	6.37	6.13	1.45	0.24	6.11	5.63	1.53	0.48	0.50	★★★
	63	I seldom get the "run-around" when seeking information on this campus.	6.49	5.91	1.64	0.58	6.15	5.43	1.64	0.72	0.48	★★★
	67	Channels for expressing student complaints are readily available.	6.52	5.99	1.59	0.53	6.15	5.30	1.70	0.85	0.69	★★★

- ★ 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 120,705 records

Institutional Summary

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

			Pulaski Technical College - SSI				National Community Colleges 2017-2020					
Scale												
Campus Support Services												
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	10	Child care facilities are available on campus.	5.84	5.36	2.02	0.48	5.05	4.64	1.96	0.41	0.72	★★★
	17	Personnel in the Veterans' Services program are helpful.	6.33	5.99	1.39	0.34	5.64	5.29	1.54	0.35	0.70	★★★
	19	This campus provides effective support services for displaced homemakers.	6.17	5.77	1.59	0.40	5.74	5.30	1.52	0.44	0.47	★★
	30	The career services office provides students with the help they need to get a job.	6.32	5.90	1.58	0.42	6.18	5.55	1.48	0.63	0.35	★
	38	The student center is a comfortable place for students to spend their leisure time.	6.31	6.04	1.55	0.27	6.05	5.77	1.40	0.28	0.27	★
	47	There are adequate services to help me decide upon a career.	6.48	5.99	1.48	0.49	6.25	5.63	1.48	0.62	0.36	★★
	59	New student orientation services help students adjust to college.	6.37	6.13	1.45	0.24	6.11	5.63	1.53	0.48	0.50	★★★

- ★ 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 120,705 records

Institutional Summary

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

		Pulaski Technical College - SSI				National Community Colleges 2017-2020						
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	2	Faculty care about me as an individual.	6.39	6.05	1.49	0.34	6.14	5.63	1.42	0.51	0.42	★★★
	16	The college shows concern for students as individuals.	6.27	5.80	1.71	0.47	6.23	5.48	1.56	0.75	0.32	★★
	25	My academic advisor is concerned about my success as an individual.	6.48	6.01	1.68	0.47	6.28	5.47	1.71	0.81	0.54	★★★
	29	Faculty are fair and unbiased in their treatment of individual students.	6.54	6.22	1.49	0.32	6.40	5.75	1.47	0.65	0.47	★★★
★	48	Counseling staff care about students as individuals.	6.69	6.31	1.31	0.38	6.29	5.71	1.48	0.58	0.60	★★★

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

National Group Means are based on 120,705 records

Institutional Summary

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

Pulaski Technical College - SSI

**National Community Colleges
2017-2020**

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	2	Faculty care about me as an individual.	6.39	6.05	1.49	0.34	6.14	5.63	1.42	0.51	0.42	★★★
	18	The quality of instruction I receive in most of my classes is excellent.	6.46	6.12	1.40	0.34	6.49	5.72	1.38	0.77	0.40	★★★
	23	Faculty are understanding of students' unique life circumstances.	6.54	6.11	1.56	0.43	6.31	5.58	1.54	0.73	0.53	★★★
	29	Faculty are fair and unbiased in their treatment of individual students.	6.54	6.22	1.49	0.32	6.40	5.75	1.47	0.65	0.47	★★★
	37	Faculty take into consideration student differences as they teach a course.	6.49	6.05	1.57	0.44	6.25	5.52	1.52	0.73	0.53	★★★
🚩	46	Faculty provide timely feedback about student progress in a course.	6.60	6.09	1.46	0.51	6.35	5.61	1.49	0.74	0.48	★★★
	54	Faculty are interested in my academic problems.	6.51	6.00	1.64	0.51	6.21	5.54	1.53	0.67	0.46	★★★
★	58	Nearly all of the faculty are knowledgeable in their fields.	6.66	6.31	1.32	0.35	6.47	5.95	1.29	0.52	0.36	★★★
	61	Faculty are usually available after class and during office hours.	6.50	6.33	1.25	0.17	6.35	5.92	1.32	0.43	0.41	★★★
	64	Nearly all classes deal with practical experiences and applications.	6.45	6.04	1.45	0.41	6.25	5.70	1.39	0.55	0.34	★★
	65	Students are notified early in the term if they are doing poorly in a class.	6.52	6.06	1.57	0.46	6.26	5.31	1.74	0.95	0.75	★★★
	66	Program requirements are clear and reasonable.	6.62	6.26	1.40	0.36	6.42	5.85	1.37	0.57	0.41	★★★
★	69	There is a good variety of courses provided on this campus.	6.57	6.36	1.09	0.21	6.43	5.98	1.30	0.45	0.38	★★★
★	70	I am able to experience intellectual growth here.	6.66	6.34	1.29	0.32	6.48	6.06	1.25	0.42	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 120,705 records

Institutional Summary

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

Pulaski Technical College - SSI

National Community Colleges
2017-2020

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	51	There are convenient ways of paying my school bill.	6.63	6.14	1.51	0.49	6.35	5.82	1.44	0.53	0.32	★★
	35	Policies and procedures regarding registration and course selection are clear and well-publicized.	6.61	6.17	1.43	0.44	6.35	5.75	1.41	0.60	0.42	★★★
	15	I am able to register for classes I need with few conflicts.	6.55	6.03	1.56	0.52	6.44	5.75	1.46	0.69	0.28	★★
	43	Class change (drop/add) policies are reasonable.	6.55	6.25	1.44	0.30	6.30	5.83	1.43	0.47	0.42	★★★
	62	Bookstore staff are helpful.	6.54	6.18	1.46	0.36	6.20	5.88	1.42	0.32	0.30	★★
	56	The business office is open during hours which are convenient for most students.	6.52	6.21	1.31	0.31	6.23	5.75	1.40	0.48	0.46	★★★
	5	The personnel involved in registration are helpful.	6.50	6.19	1.43	0.31	6.33	5.71	1.50	0.62	0.48	★★★
	8	Classes are scheduled at times that are convenient for me.	6.50	5.99	1.56	0.51	6.44	5.72	1.47	0.72	0.27	★★
	60	Billing policies are reasonable.	6.47	6.15	1.39	0.32	6.27	5.71	1.45	0.56	0.44	★★★

- ★ 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 120,705 records

Institutional Summary

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

		Pulaski Technical College - SSI				National Community Colleges 2017-2020						
Scale												
Responsiveness to Diverse Populations												
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	81	Institution's commitment to part-time students?		6.37	1.26			5.90	1.35		0.47	★★★
	82	Institution's commitment to evening students?		6.26	1.40			5.76	1.45		0.50	★★★
	83	Institution's commitment to older, returning learners?		6.35	1.27			5.87	1.41		0.48	★★★
	84	Institution's commitment to under-represented populations?		6.32	1.27			5.80	1.40		0.52	★★★
	85	Institution's commitment to commuters?		6.30	1.15			5.76	1.44		0.54	★★★
	86	Institution's commitment to students with disabilities?		6.38	1.14			5.93	1.36		0.45	★★★

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

National Group Means are based on 120,705 records

Institutional Summary

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

		Pulaski Technical College - SSI				National Community Colleges 2017-2020						
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	4	Security staff are helpful.	6.38	6.15	1.47	0.23	6.06	5.61	1.50	0.45	0.54	★★★
	11	Security staff respond quickly in emergencies.	6.46	6.22	1.36	0.24	6.31	5.62	1.45	0.69	0.60	★★★
★	24	Parking lots are well-lighted and secure.	6.57	6.46	1.02	0.11	6.26	5.58	1.56	0.68	0.88	★★★
★	31	The campus is safe and secure for all students.	6.72	6.57	0.89	0.15	6.50	5.98	1.26	0.52	0.59	★★★
★	39	The amount of student parking space on campus is adequate.	6.55	6.37	1.22	0.18	6.26	5.18	1.88	1.08	1.19	★★★

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

National Group Means are based on 120,705 records



Institutional Summary

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

Pulaski Technical College - SSI

**National Community Colleges
2017-2020**

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	5	The personnel involved in registration are helpful.	6.50	6.19	1.43	0.31	6.33	5.71	1.50	0.62	0.48	★★★★
	22	People on this campus respect and are supportive of each other.	6.55	6.27	1.25	0.28	6.24	5.77	1.34	0.47	0.50	★★★★
	26	Library staff are helpful and approachable.	6.52	6.51	1.07	0.01	6.20	5.97	1.30	0.23	0.54	★★★★
★	27	The campus staff are caring and helpful.	6.58	6.32	1.14	0.26	6.30	5.88	1.29	0.42	0.44	★★★★
	44	I generally know what's happening on campus.	6.23	5.99	1.58	0.24	5.83	5.37	1.60	0.46	0.62	★★★★
	57	Administrators are approachable to students.	6.57	6.17	1.46	0.40	6.24	5.71	1.45	0.53	0.46	★★★★
	62	Bookstore staff are helpful.	6.54	6.18	1.46	0.36	6.20	5.88	1.42	0.32	0.30	★★
	63	I seldom get the "run-around" when seeking information on this campus.	6.49	5.91	1.64	0.58	6.15	5.43	1.64	0.72	0.48	★★★★
	67	Channels for expressing student complaints are readily available.	6.52	5.99	1.59	0.53	6.15	5.30	1.70	0.85	0.69	★★★★

- ★ 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 120,705 records

Institutional Summary

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

		Pulaski Technical College - SSI				National Community Colleges 2017-2020						
Scale												
Student Centeredness												
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	1	Most students feel a sense of belonging here.	6.26	6.02	1.41	0.24	5.90	5.61	1.36	0.29	0.41	★★★
	16	The college shows concern for students as individuals.	6.27	5.80	1.71	0.47	6.23	5.48	1.56	0.75	0.32	★★
★	27	The campus staff are caring and helpful.	6.58	6.32	1.14	0.26	6.30	5.88	1.29	0.42	0.44	★★★
	28	It is an enjoyable experience to be a student on this campus.	6.49	6.21	1.39	0.28	6.30	5.80	1.42	0.50	0.41	★★★
★	36	Students are made to feel welcome on this campus.	6.57	6.29	1.33	0.28	6.36	5.96	1.30	0.40	0.33	★★★
	57	Administrators are approachable to students.	6.57	6.17	1.46	0.40	6.24	5.71	1.45	0.53	0.46	★★★

- ★ 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 120,705 records

Institutional Summary

Items: In Sequential Order

Pulaski Technical College - SSI

National Community Colleges 2017-2020

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	1	Most students feel a sense of belonging here.	6.26	6.02	1.41	0.24	5.90	5.61	1.36	0.29	0.41	★★★★
	2	Faculty care about me as an individual.	6.39	6.05	1.49	0.34	6.14	5.63	1.42	0.51	0.42	★★★★
	3	The quality of instruction in the vocational/technical programs is excellent.	6.39	6.05	1.43	0.34	6.24	5.64	1.36	0.60	0.41	★★★★
	4	Security staff are helpful.	6.38	6.15	1.47	0.23	6.06	5.61	1.50	0.45	0.54	★★★★
	5	The personnel involved in registration are helpful.	6.50	6.19	1.43	0.31	6.33	5.71	1.50	0.62	0.48	★★★★
	6	My academic advisor is approachable.	6.56	6.17	1.50	0.39	6.38	5.78	1.57	0.60	0.39	★★★★
	7	Adequate financial aid is available for most students.	6.35	5.89	1.77	0.46	6.33	5.52	1.63	0.81	0.37	★★
	8	Classes are scheduled at times that are convenient for me.	6.50	5.99	1.56	0.51	6.44	5.72	1.47	0.72	0.27	★★
	9	Internships or practical experiences are provided in my degree/certificate program.	6.31	5.43	1.98	0.88	6.11	5.32	1.64	0.79	0.11	
	10	Child care facilities are available on campus.	5.84	5.36	2.02	0.48	5.05	4.64	1.96	0.41	0.72	★★★★
	11	Security staff respond quickly in emergencies.	6.46	6.22	1.36	0.24	6.31	5.62	1.45	0.69	0.60	★★★★
	12	My academic advisor helps me set goals to work toward.	6.33	5.88	1.77	0.45	6.20	5.44	1.74	0.76	0.44	★★★★
	13	Financial aid awards are announced to students in time to be helpful in college planning.	6.49	6.03	1.57	0.46	6.25	5.36	1.68	0.89	0.67	★★★★
★	14	Library resources and services are adequate.	6.60	6.42	1.19	0.18	6.32	6.01	1.26	0.31	0.41	★★★★
🚩	15	I am able to register for classes I need with few conflicts.	6.55	6.03	1.56	0.52	6.44	5.75	1.46	0.69	0.28	★★
	16	The college shows concern for students as individuals.	6.27	5.80	1.71	0.47	6.23	5.48	1.56	0.75	0.32	★★
	17	Personnel in the Veterans' Services program are helpful.	6.33	5.99	1.39	0.34	5.64	5.29	1.54	0.35	0.70	★★★★
	18	The quality of instruction I receive in most of my classes is excellent.	6.46	6.12	1.40	0.34	6.49	5.72	1.38	0.77	0.40	★★★★
	19	This campus provides effective support services for displaced homemakers.	6.17	5.77	1.59	0.40	5.74	5.30	1.52	0.44	0.47	★★
	20	Financial aid counselors are helpful.	6.38	5.78	1.84	0.60	6.27	5.47	1.66	0.80	0.31	★
★	21	There are a sufficient number of study areas on campus.	6.54	6.29	1.33	0.25	6.26	5.90	1.39	0.36	0.39	★★★★
	22	People on this campus respect and are supportive of each other.	6.55	6.27	1.25	0.28	6.24	5.77	1.34	0.47	0.50	★★★★
	23	Faculty understand and respect students' unique life circumstances.	6.54	6.11	1.55	0.43	6.21	5.59	1.54	0.72	0.52	★★★★

- ★ 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 120,705 records

Institutional Summary

Items: In Sequential Order

		Pulaski Technical College - SSI				National Community Colleges 2017-2020						
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	23	Faculty are understanding of students' unique life circumstances.	6.54	6.11	1.56	0.43	6.31	5.58	1.54	0.73	0.53	★★★
★	24	Parking lots are well-lighted and secure.	6.57	6.46	1.02	0.11	6.26	5.58	1.56	0.68	0.88	★★★
	25	My academic advisor is concerned about my success as an individual.	6.48	6.01	1.68	0.47	6.28	5.47	1.71	0.81	0.54	★★★
	26	Library staff are helpful and approachable.	6.52	6.51	1.07	0.01	6.20	5.97	1.30	0.23	0.54	★★★
★	27	The campus staff are caring and helpful.	6.58	6.32	1.14	0.26	6.30	5.88	1.29	0.42	0.44	★★★
	28	It is an enjoyable experience to be a student on this campus.	6.49	6.21	1.39	0.28	6.30	5.80	1.42	0.50	0.41	★★★
	29	Faculty are fair and unbiased in their treatment of individual students.	6.54	6.22	1.49	0.32	6.40	5.75	1.47	0.65	0.47	★★★
	30	The career services office provides students with the help they need to get a job.	6.32	5.90	1.58	0.42	6.18	5.55	1.48	0.63	0.35	★
★	31	The campus is safe and secure for all students.	6.72	6.57	0.89	0.15	6.50	5.98	1.26	0.52	0.59	★★★
	32	My academic advisor is knowledgeable about my program requirements.	6.59	6.13	1.60	0.46	6.45	5.75	1.60	0.70	0.38	★★
	33	Admissions counselors accurately portray the campus in their recruiting practices.	6.51	6.14	1.43	0.37	6.13	5.64	1.45	0.49	0.50	★★★
★	34	Computer labs are adequate and accessible.	6.62	6.46	1.05	0.16	6.33	6.01	1.30	0.32	0.45	★★★
	35	Policies and procedures regarding registration and course selection are clear and well-publicized.	6.61	6.17	1.43	0.44	6.35	5.75	1.41	0.60	0.42	★★★
★	36	Students are made to feel welcome on this campus.	6.57	6.29	1.33	0.28	6.36	5.96	1.30	0.40	0.33	★★★
	37	Faculty take into consideration student differences as they teach a course.	6.49	6.05	1.57	0.44	6.25	5.52	1.52	0.73	0.53	★★★
	38	The student center is a comfortable place for students to spend their leisure time.	6.31	6.04	1.55	0.27	6.05	5.77	1.40	0.28	0.27	★
★	39	The amount of student parking space on campus is adequate.	6.55	6.37	1.22	0.18	6.26	5.18	1.88	1.08	1.19	★★★
🚩	40	My academic advisor is knowledgeable about the transfer requirements of other schools.	6.60	6.06	1.66	0.54	6.35	5.58	1.63	0.77	0.48	★★★
★	41	Admissions staff are knowledgeable.	6.66	6.29	1.30	0.37	6.36	5.82	1.39	0.54	0.47	★★★
🚩	42	The equipment in the lab facilities is kept up to date.	6.58	6.09	1.48	0.49	6.31	5.78	1.39	0.53	0.31	★★
	43	Class change (drop/add) policies are reasonable.	6.55	6.25	1.44	0.30	6.30	5.83	1.43	0.47	0.42	★★★

- ★ 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 120,705 records

Institutional Summary

Items: In Sequential Order

Pulaski Technical College - SSI

National Community Colleges 2017-2020

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	44	I generally know what's happening on campus.	6.23	5.99	1.58	0.24	5.83	5.37	1.60	0.46	0.62	★★★
★	45	This institution has a good reputation within the community.	6.55	6.34	1.10	0.21	6.25	5.95	1.32	0.30	0.39	★★★
🚩	46	Faculty provide timely feedback about student progress in a course.	6.60	6.09	1.46	0.51	6.35	5.61	1.49	0.74	0.48	★★★
	47	There are adequate services to help me decide upon a career.	6.48	5.99	1.48	0.49	6.25	5.63	1.48	0.62	0.36	★★
★	48	Counseling staff care about students as individuals.	6.69	6.31	1.31	0.38	6.29	5.71	1.48	0.58	0.60	★★★
	49	Admissions counselors respond to prospective students' unique needs and requests.	6.54	6.18	1.44	0.36	6.24	5.66	1.45	0.58	0.52	★★★
★	50	Tutoring services are readily available.	6.64	6.40	1.20	0.24	6.30	5.89	1.39	0.41	0.51	★★★
🚩	51	There are convenient ways of paying my school bill.	6.63	6.14	1.51	0.49	6.35	5.82	1.44	0.53	0.32	★★
🚩	52	This school does whatever it can to help me reach my educational goals.	6.61	6.01	1.62	0.60	6.36	5.62	1.49	0.74	0.39	★★★
	53	The assessment and course placement procedures are reasonable.	6.54	6.28	1.24	0.26	6.26	5.75	1.39	0.51	0.53	★★★
	54	Faculty are interested in my academic problems.	6.51	6.00	1.64	0.51	6.21	5.54	1.53	0.67	0.46	★★★
🚩	55	Academic support services adequately meet the needs of students.	6.58	6.02	1.60	0.56	6.27	5.71	1.40	0.56	0.31	★★
	56	The business office is open during hours which are convenient for most students.	6.52	6.21	1.31	0.31	6.23	5.75	1.40	0.48	0.46	★★★
	57	Administrators are approachable to students.	6.57	6.17	1.46	0.40	6.24	5.71	1.45	0.53	0.46	★★★
★	58	Nearly all of the faculty are knowledgeable in their fields.	6.66	6.31	1.32	0.35	6.47	5.95	1.29	0.52	0.36	★★★
	59	New student orientation services help students adjust to college.	6.37	6.13	1.45	0.24	6.11	5.63	1.53	0.48	0.50	★★★
	60	Billing policies are reasonable.	6.47	6.15	1.39	0.32	6.27	5.71	1.45	0.56	0.44	★★★
	61	Faculty are usually available after class and during office hours.	6.50	6.33	1.25	0.17	6.35	5.92	1.32	0.43	0.41	★★★
	62	Bookstore staff are helpful.	6.54	6.18	1.46	0.36	6.20	5.88	1.42	0.32	0.30	★★
	63	I seldom get the "run-around" when seeking information on this campus.	6.49	5.91	1.64	0.58	6.15	5.43	1.64	0.72	0.48	★★★
	64	Nearly all classes deal with practical experiences and applications.	6.45	6.04	1.45	0.41	6.25	5.70	1.39	0.55	0.34	★★

- ★ 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 120,705 records

Institutional Summary

Items: In Sequential Order

Pulaski Technical College - SSI

National Community Colleges 2017-2020

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	65	Students are notified early in the term if they are doing poorly in a class.	6.52	6.06	1.57	0.46	6.26	5.31	1.74	0.95	0.75	★★★
	66	Program requirements are clear and reasonable.	6.62	6.26	1.40	0.36	6.42	5.85	1.37	0.57	0.41	★★★
	67	Channels for expressing student complaints are readily available.	6.52	5.99	1.59	0.53	6.15	5.30	1.70	0.85	0.69	★★★
★	68	On the whole, the campus is well-maintained.	6.63	6.49	0.96	0.14	6.38	6.09	1.23	0.29	0.40	★★★
★	69	There is a good variety of courses provided on this campus.	6.57	6.36	1.09	0.21	6.43	5.98	1.30	0.45	0.38	★★★
★	70	I am able to experience intellectual growth here.	6.66	6.34	1.29	0.32	6.48	6.06	1.25	0.42	0.28	★★
	71	Campus item: The quality of virtual instruction was excellent following the move from on-campus classes.	6.39	5.85	1.67	0.54						
	72	Campus item: Faculty provided timely feedback about my academic progress while we studied virtually.	6.52	5.93	1.58	0.59						
🚩	73	Campus item: My program advisor was accessible by telephone, e-mail and/or virtually while I was off campus.	6.60	6.12	1.51	0.48						
	74	Campus item: I have received timely information on the availability of financial aid while we were remote.	6.51	6.17	1.48	0.34						
	75	Campus item: This institution responded quickly when I requested information while we were off campus.	6.53	6.14	1.43	0.39						
★	76	Campus item: Adequate virtual library resources were provided while I was off campus.	6.54	6.37	1.25	0.17						
★	77	Campus item: Tutoring services were readily available virtually.	6.54	6.38	1.16	0.16						
	78	Campus item: Refund and billing policies were appropriate during the pandemic response.	6.63	6.20	1.59	0.43						
	79	Campus item: Virtual career services were available while we were off campus.	6.51	6.21	1.34	0.30						
	80	Campus item: Appropriate technical assistance was available to support virtual learning.	6.61	6.22	1.36	0.39						
	81	Institution's commitment to part-time students?		6.37	1.26			5.90	1.35		0.47	★★★
	82	Institution's commitment to evening students?		6.26	1.40			5.76	1.45		0.50	★★★
	83	Institution's commitment to older, returning learners?		6.35	1.27			5.87	1.41		0.48	★★★
	84	Institution's commitment to under-represented populations?		6.32	1.27			5.80	1.40		0.52	★★★
	85	Institution's commitment to commuters?		6.30	1.15			5.76	1.44		0.54	★★★
	86	Institution's commitment to students with disabilities?		6.38	1.14			5.93	1.36		0.45	★★★

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

National Group Means are based on 120,705 records

Institutional Summary

Items: In Sequential Order

		Pulaski Technical College - SSI				National Community Colleges 2017-2020						
Scale												
All												
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	87	Cost as factor in decision to enroll.	6.47				6.38					
	88	Financial aid as factor in decision to enroll.	6.39				6.16					
	89	Academic reputation as factor in decision to enroll.	6.37				6.01					
	90	Size of institution as factor in decision to enroll.	5.81				5.33					
	91	Opportunity to play sports as factor in decision to enroll.	4.07				3.93					
	92	Recommendations from family/friends as factor in decision to enroll.	5.47				5.18					
	93	Geographic setting as factor in decision to enroll.	5.92				5.68					
	94	Campus appearance as factor in decision to enroll.	5.77				5.41					
	95	Personalized attention prior to enrollment as factor in decision to enroll.	5.98				5.57					

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

National Group Means are based on 120,705 records

Institutional Summary

Summary Items

Pulaski Technical College - SSI **National Community Colleges
2017-2020**

Summary	Institution	National Norms	Difference	SS
So far, how has your college experience met your expectations?	5.38	5.02	0.36	★★★
1= Much worse than I expected	1%	1%		
2= Quite a bit worse than I expected	0%	1%		
3= Worse than I expected	6%	5%		
4= About what I expected	20%	30%		
5= Better than I expected	23%	24%		
6= Quite a bit better than I expected	14%	14%		
7= Much better than I expected	32%	20%		
Rate your overall satisfaction with your experience here thus far.	5.92	5.60	0.32	★★★
1= Not satisfied at all	1%	1%		
2= Not very satisfied	1%	2%		
3= Somewhat dissatisfied	3%	4%		
4= Neutral	8%	11%		
5= Somewhat satisfied	7%	15%		
6= Satisfied	35%	39%		
7= Very satisfied	42%	26%		
All in all, if you had it to do over again, would you enroll here?	6.23	5.87	0.36	★★★
1= Definitely not	2%	2%		
2= Probably not	2%	3%		
3= Maybe not	0%	2%		
4= I don't know	3%	7%		
5= Maybe yes	5%	10%		
6= Probably yes	22%	29%		
7= Definitely yes	61%	44%		

- ★ 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 120,705 records