

Demographics

Gender

Demographic Responses	N	%
Female	33	64.71%
Male	18	35.29%
Total	51	100.00%
No Answer	6	

Class Level

Demographic Responses	N	%
1 year or less	24	43.64%
2 years	23	41.82%
3 years	4	7.27%
4 or more years	4	7.27%
Total	55	100.00%
No Answer	2	

Age

Demographic Responses	N	%
18 and under	1	1.96%
19 to 24	25	49.02%
25 to 34	12	23.53%
35 to 44	2	3.92%
45 and over	11	21.57%
Total	51	100.00%
No Answer	6	

Current GPA

Demographic Responses	N	%
No credits earned	3	5.56%
1.99 or below	0	0.00%
2.0 - 2.49	1	1.85%
2.5 - 2.99	10	18.52%
3.0 - 3.49	18	33.33%
3.5 or above	22	40.74%
Total	54	100.00%
No Answer	3	

Demographics

Ethnicity/Race

Demographic Responses	N	%
African-American	16	28.57%
American Indian or Alaskan Native	1	1.79%
Asian or Pacific Islander	0	0.00%
Caucasian/White	30	53.57%
Hispanic	3	5.36%
Other race	4	7.14%
Race - Prefer not to respond	2	3.57%
Total	56	100.00%
No Answer	1	

Educational Goal

Demographic Responses	N	%
Associate degree	34	64.15%
Vocational/technical program	3	5.66%
Transfer to another institution	6	11.32%
Certification (initial / renewal)	3	5.66%
Self-improvement/pleasure	2	3.77%
Job-related training	1	1.89%
Other educational goal	4	7.55%
Total	53	100.00%
No Answer	4	

Current Enrollment Status

Demographic Responses	N	%
Day	47	85.45%
Evening	8	14.55%
Weekend	0	0.00%
Total	55	100.00%
No Answer	2	

Employment

Demographic Responses	N	%
Full-time off campus	22	40.74%
Part-time off campus	13	24.07%
Full-time on campus	1	1.85%
Part-time on campus	1	1.85%
Not employed	17	31.48%
Total	54	100.00%
No Answer	3	

Demographics

Current Class Load

Demographic Responses	N	%
Full-time	37	67.27%
Part-time	18	32.73%
Total	55	100.00%
No Answer	2	

Current Residence

Demographic Responses	N	%
Residence hall	0	0.00%
Own house	18	33.33%
Rent room or apt off campus	9	16.67%
Parent's home	20	37.04%
Other residence	7	12.96%
Total	54	100.00%
No Answer	3	

Residence Classification

Demographic Responses	N	%
In-state	51	94.44%
Out-of-state	2	3.70%
International (not U.S. citizen)	1	1.85%
Total	54	100.00%
No Answer	3	

Disabilities

Demographic Responses	N	%
Yes - Disability	12	22.22%
No - Disability	42	77.78%
Total	54	100.00%
No Answer	3	

Institution Was My...

Demographic Responses	N	%
1st choice	42	75.00%
2nd choice	11	19.64%
3rd choice or lower	3	5.36%
Total	56	100.00%
No Answer	1	

Strategic Planning Overview

Strengths and Challenges

Strengths

No	Item
58	Nearly all of the faculty are knowledgeable in their fields.
36	Students are made to feel welcome on this campus.
70	I am able to experience intellectual growth here.
76	Campus item: Adequate virtual library resources were provided while I was off campus.
53	The assessment and course placement procedures are reasonable.
73	Campus item: My program advisor was accessible by telephone, e-mail and/or virtually while I was off campus.
66	Program requirements are clear and reasonable.
3	The quality of instruction in the vocational/technical programs is excellent.
24	Parking lots are well-lighted and secure.
64	Nearly all classes deal with practical experiences and applications.
39	The amount of student parking space on campus is adequate.
31	The campus is safe and secure for all students.
27	The campus staff are caring and helpful.

Challenges

No	Item
40	My academic advisor is knowledgeable about the transfer requirements of other schools.
42	The equipment in the lab facilities is kept up to date.
32	My academic advisor is knowledgeable about my program requirements.
47	There are adequate services to help me decide upon a career.
46	Faculty provide timely feedback about student progress in a course.
75	Campus item: This institution responded quickly when I requested information while we were off campus.
74	Campus item: I have received timely information on the availability of financial aid while we were remote.
67	Channels for expressing student complaints are readily available.
55	Academic support services adequately meet the needs of students.
65	Students are notified early in the term if they are doing poorly in a class.
52	This school does whatever it can to help me reach my educational goals.
72	Campus item: Faculty provided timely feedback about my academic progress while we studied virtually.
49	Admissions counselors respond to prospective students' unique needs and requests.
16	The college shows concern for students as individuals.
71	Campus item: The quality of virtual instruction was excellent following the move from on-campus classes.

Institutional Summary

Scales: In Order of Importance

Pulaski Technical College - SSI

National Community Colleges
2017-2020

Scale	①				①				①	
	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
Academic Advising/Counseling	6.70	6.20	1.29	0.50	6.33	5.62	1.36	0.71	0.58	★★
Instructional Effectiveness	6.70	6.37	1.13	0.33	6.34	5.73	1.12	0.61	0.64	★★★
Safety and Security	6.65	6.57	0.80	0.08	6.28	5.59	1.19	0.69	0.98	★★★
Concern for the Individual	6.64	6.30	0.96	0.34	6.27	5.61	1.25	0.66	0.69	★★★
Student Centeredness	6.61	6.31	1.16	0.30	6.22	5.74	1.18	0.48	0.57	★★★
Admissions and Financial Aid	6.60	6.14	1.56	0.46	6.27	5.58	1.27	0.69	0.56	★★★
Campus Climate	6.60	6.25	1.06	0.35	6.20	5.68	1.12	0.52	0.57	★★★
Academic Services	6.56	6.28	1.29	0.28	6.28	5.90	1.05	0.38	0.38	★★
Registration Effectiveness	6.56	6.31	0.95	0.25	6.33	5.77	1.07	0.56	0.54	★★★
Service Excellence	6.54	6.17	1.21	0.37	6.18	5.67	1.12	0.51	0.50	★★★
Campus Support Services	6.46	6.17	1.52	0.29	5.90	5.46	1.29	0.44	0.71	★★★
Responsiveness to Diverse Populations		6.55	0.98			5.84	1.27		0.71	★★★

- ★ 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
40		My academic advisor is knowledgeable about the transfer requirements of other schools.	6.91	6.20	1.73	0.71	6.35	5.58	1.63	0.77	0.62	★
42		The equipment in the lab facilities is kept up to date.	6.89	6.17	1.61	0.72	6.31	5.78	1.39	0.53	0.39	
58		Nearly all of the faculty are knowledgeable in their fields.	6.89	6.55	0.72	0.34	6.47	5.95	1.29	0.52	0.60	★★
36		Students are made to feel welcome on this campus.	6.87	6.65	0.87	0.22	6.36	5.96	1.30	0.40	0.69	★★★
70		I am able to experience intellectual growth here.	6.83	6.57	1.03	0.26	6.48	6.06	1.25	0.42	0.51	★★
76		Campus item: Adequate virtual library resources were provided while I was off campus.	6.83	6.64	0.86	0.19						
32		My academic advisor is knowledgeable about my program requirements.	6.81	6.29	1.53	0.52	6.45	5.75	1.60	0.70	0.54	★
47		There are adequate services to help me decide upon a career.	6.81	6.24	1.59	0.57	6.25	5.63	1.48	0.62	0.61	★★
53		The assessment and course placement procedures are reasonable.	6.80	6.58	0.96	0.22	6.26	5.75	1.39	0.51	0.83	★★★
73		Campus item: My program advisor was accessible by telephone, e-mail and/or virtually while I was off campus.	6.80	6.57	1.13	0.23						
66		Program requirements are clear and reasonable.	6.79	6.48	0.96	0.31	6.42	5.85	1.37	0.57	0.63	★★
3		The quality of instruction in the vocational/technical programs is excellent.	6.78	6.48	0.82	0.30	6.24	5.64	1.36	0.60	0.84	★★★
46		Faculty provide timely feedback about student progress in a course.	6.77	5.98	1.55	0.79	6.35	5.61	1.49	0.74	0.37	
75		Campus item: This institution responded quickly when I requested information while we were off campus.	6.77	6.02	1.72	0.75						
24		Parking lots are well-lighted and secure.	6.76	6.64	1.06	0.12	6.26	5.58	1.56	0.68	1.06	★★★
69		There is a good variety of courses provided on this campus.	6.76	6.43	1.13	0.33	6.43	5.98	1.30	0.45	0.45	★
8		Classes are scheduled at times that are convenient for me.	6.75	6.43	0.94	0.32	6.44	5.72	1.47	0.72	0.71	★★★
64		Nearly all classes deal with practical experiences and applications.	6.75	6.53	0.77	0.22	6.25	5.70	1.39	0.55	0.83	★★★
74		Campus item: I have received timely information on the availability of financial aid while we were remote.	6.74	6.08	1.80	0.66						
39		The amount of student parking space on campus is adequate.	6.73	6.63	0.93	0.10	6.26	5.18	1.88	1.08	1.45	★★★

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- ★★ 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
	41	Admissions staff are knowledgeable.	6.73	6.22	1.46	0.51	6.36	5.82	1.39	0.54	0.40	★
🚩	67	Channels for expressing student complaints are readily available.	6.73	5.98	1.74	0.75	6.15	5.30	1.70	0.85	0.68	★
🚩	55	Academic support services adequately meet the needs of students.	6.71	6.19	1.50	0.52	6.27	5.71	1.40	0.56	0.48	★
🚩	65	Students are notified early in the term if they are doing poorly in a class.	6.71	6.02	1.80	0.69	6.26	5.31	1.74	0.95	0.71	★★
	7	Adequate financial aid is available for most students.	6.70	6.23	1.33	0.47	6.33	5.52	1.63	0.81	0.71	★★
	18	The quality of instruction I receive in most of my classes is excellent.	6.70	6.38	1.20	0.32	6.49	5.72	1.38	0.77	0.66	★★★
🚩	52	This school does whatever it can to help me reach my educational goals.	6.70	6.17	1.54	0.53	6.36	5.62	1.49	0.74	0.55	★
	37	Faculty take into consideration student differences as they teach a course.	6.69	6.43	1.04	0.26	6.25	5.52	1.52	0.73	0.91	★★★
	5	The personnel involved in registration are helpful.	6.68	6.33	1.39	0.35	6.33	5.71	1.50	0.62	0.62	★★
🚩	72	Campus item: Faculty provided timely feedback about my academic progress while we studied virtually.	6.68	6.00	1.70	0.68						
	2	Faculty care about me as an individual.	6.67	6.40	0.86	0.27	6.14	5.63	1.42	0.51	0.77	★★★
🚩	49	Admissions counselors respond to prospective students' unique needs and requests.	6.67	6.15	1.58	0.52	6.24	5.66	1.45	0.58	0.49	★
🚩	16	The college shows concern for students as individuals.	6.66	6.12	1.74	0.54	6.23	5.48	1.56	0.75	0.64	★★
★	31	The campus is safe and secure for all students.	6.66	6.57	0.96	0.09	6.50	5.98	1.26	0.52	0.59	★★★
	48	Counseling staff care about students as individuals.	6.66	6.33	1.27	0.33	6.29	5.71	1.48	0.58	0.62	★★
	77	Campus item: Tutoring services were readily available virtually.	6.66	6.39	1.58	0.27						
	54	Faculty are interested in my academic problems.	6.65	6.35	1.07	0.30	6.21	5.54	1.53	0.67	0.81	★★★
🚩	71	Campus item: The quality of virtual instruction was excellent following the move from on-campus classes.	6.65	6.02	1.49	0.63						
🚩	20	Financial aid counselors are helpful.	6.64	5.98	1.83	0.66	6.27	5.47	1.66	0.80	0.51	
★	27	The campus staff are caring and helpful.	6.64	6.61	0.98	0.03	6.30	5.88	1.29	0.42	0.73	★★★
	15	I am able to register for classes I need with few conflicts.	6.63	6.39	1.22	0.24	6.44	5.75	1.46	0.69	0.64	★★

- ★ 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
25	My academic advisor is concerned about my success as an individual.	6.63	6.36	1.45	0.27	6.28	5.47	1.71	0.81	0.89	★★★
50	Tutoring services are readily available.	6.63	6.53	1.11	0.10	6.30	5.89	1.39	0.41	0.64	★★
6	My academic advisor is approachable.	6.62	6.10	1.64	0.52	6.38	5.78	1.57	0.60	0.32	
9	Internships or practical experiences are provided in my degree/certificate program.	6.62	6.03	1.51	0.59	6.11	5.32	1.64	0.79	0.71	★★
28	It is an enjoyable experience to be a student on this campus.	6.62	6.38	1.36	0.24	6.30	5.80	1.42	0.50	0.58	★★
12	My academic advisor helps me set goals to work toward.	6.60	6.00	1.76	0.60	6.20	5.44	1.74	0.76	0.56	★
87	Cost as factor in decision to enroll.	6.60				6.38					
59	New student orientation services help students adjust to college.	6.59	6.05	1.63	0.54	6.11	5.63	1.53	0.48	0.42	
61	Faculty are usually available after class and during office hours.	6.56	6.41	1.22	0.15	6.35	5.92	1.32	0.43	0.49	★★
63	I seldom get the "run-around" when seeking information on this campus.	6.56	5.92	1.68	0.64	6.15	5.43	1.64	0.72	0.49	
11	Security staff respond quickly in emergencies.	6.55	6.47	1.25	0.08	6.31	5.62	1.45	0.69	0.85	★★★
23	Faculty are understanding of students' unique life circumstances.	6.55	6.28	1.39	0.27	6.31	5.58	1.54	0.73	0.70	★★
29	Faculty are fair and unbiased in their treatment of individual students.	6.55	6.29	1.17	0.26	6.40	5.75	1.47	0.65	0.54	★
30	The career services office provides students with the help they need to get a job.	6.55	6.41	1.35	0.14	6.18	5.55	1.48	0.63	0.86	★★★
35	Policies and procedures regarding registration and course selection are clear and well-publicized.	6.55	6.26	1.45	0.29	6.35	5.75	1.41	0.60	0.51	★
51	There are convenient ways of paying my school bill.	6.55	6.40	1.12	0.15	6.35	5.82	1.44	0.53	0.58	★★
68	On the whole, the campus is well-maintained.	6.55	6.45	1.32	0.10	6.38	6.09	1.23	0.29	0.36	
60	Billing policies are reasonable.	6.53	6.32	1.07	0.21	6.27	5.71	1.45	0.56	0.61	★★
22	People on this campus respect and are supportive of each other.	6.52	6.20	1.41	0.32	6.24	5.77	1.34	0.47	0.43	★
4	Security staff are helpful.	6.51	6.52	0.83	-0.01	6.06	5.61	1.50	0.45	0.91	★★★
14	Library resources and services are adequate.	6.51	6.28	1.52	0.23	6.32	6.01	1.26	0.31	0.27	
79	Campus item: Virtual career services were available while we were off campus.	6.50	6.58	1.29	-0.08						
80	Campus item: Appropriate technical assistance was available to support virtual learning.	6.50	6.36	1.35	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 120,705 records

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
93	Geographic setting as factor in decision to enroll.	6.50				5.68					
43	Class change (drop/add) policies are reasonable.	6.49	6.52	0.95	-0.03	6.30	5.88	1.43	0.47	0.69	★★
45	This institution has a good reputation within the community.	6.49	6.44	1.18	0.05	6.25	5.95	1.32	0.30	0.49	★
57	Administrators are approachable to students.	6.48	6.07	1.59	0.41	6.24	5.71	1.45	0.53	0.36	
13	Financial aid awards are announced to students in time to be helpful in college planning.	6.47	5.96	1.73	0.51	6.25	5.36	1.68	0.89	0.60	★
56	The business office is open during hours which are convenient for most students.	6.47	6.05	1.59	0.42	6.23	5.75	1.40	0.48	0.30	
78	Campus item: Refund and billing policies were appropriate during the pandemic response.	6.46	6.47	1.48	-0.01						
26	Library staff are helpful and approachable.	6.45	6.35	1.27	0.10	6.20	5.97	1.30	0.23	0.38	
38	The student center is a comfortable place for students to spend their leisure time.	6.44	6.45	1.33	-0.01	6.05	5.77	1.40	0.28	0.68	★★
95	Personalized attention prior to enrollment as factor in decision to enroll.	6.44				5.57					
44	I generally know what's happening on campus.	6.40	5.98	1.55	0.42	5.83	5.37	1.60	0.46	0.61	★★
1	Most students feel a sense of belonging here.	6.39	6.04	1.29	0.35	5.90	5.61	1.36	0.29	0.43	★
19	This campus provides effective support services for displaced homemakers.	6.39	6.19	1.47	0.20	5.74	5.30	1.52	0.44	0.89	★★
89	Academic reputation as factor in decision to enroll.	6.39				6.01					
34	Computer labs are adequate and accessible.	6.38	6.26	1.45	0.12	6.33	6.01	1.30	0.32	0.25	
88	Financial aid as factor in decision to enroll.	6.38				6.16					
21	There are a sufficient number of study areas on campus.	6.36	6.24	1.45	0.12	6.26	5.90	1.39	0.36	0.34	
33	Admissions counselors accurately portray the campus in their recruiting practices.	6.34	6.32	1.56	0.02	6.13	5.64	1.45	0.49	0.68	★★
62	Bookstore staff are helpful.	6.32	6.03	1.65	0.29	6.20	5.88	1.42	0.32	0.15	
94	Campus appearance as factor in decision to enroll.	6.28				5.41					
17	Personnel in the Veterans' Services program are helpful.	6.12	6.30	1.49	-0.18	5.64	5.29	1.54	0.35	1.01	★★
10	Child care facilities are available on campus.	6.04	5.42	2.02	0.62	5.05	4.64	1.96	0.41	0.78	
90	Size of institution as factor in decision to enroll.	5.91				5.33					

- ★ 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 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
	92	Recommendations from family/friends as factor in decision to enroll.	5.81				5.18					
	91	Opportunity to play sports as factor in decision to enroll.	4.79				3.93					
	81	Institution's commitment to part-time students?		6.48	1.13			5.90	1.35		0.58	★★
	82	Institution's commitment to evening students?		6.49	1.12			5.76	1.45		0.73	★★★
	83	Institution's commitment to older, returning learners?		6.68	0.72			5.87	1.41		0.81	★★★
	84	Institution's commitment to under-represented populations?		6.65	0.80			5.80	1.40		0.85	★★★
	85	Institution's commitment to commuters?		6.43	1.13			5.76	1.44		0.67	★★
	86	Institution's commitment to students with disabilities?		6.60	0.98			5.93	1.36		0.67	★★

- ★ 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**

Scale: Academic Advising/Counseling

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	6	My academic advisor is approachable.	6.62	6.10	1.64	0.52	6.38	5.78	1.57	0.60	0.32	
	12	My academic advisor helps me set goals to work toward.	6.60	6.00	1.76	0.60	6.20	5.44	1.74	0.76	0.56	★
	25	My academic advisor is concerned about my success as an individual.	6.63	6.36	1.45	0.27	6.28	5.47	1.71	0.81	0.89	★★★
🚩	32	My academic advisor is knowledgeable about my program requirements.	6.81	6.29	1.53	0.52	6.45	5.75	1.60	0.70	0.54	★
🚩	40	My academic advisor is knowledgeable about the transfer requirements of other schools.	6.91	6.20	1.73	0.71	6.35	5.58	1.63	0.77	0.62	★
	48	Counseling staff care about students as individuals.	6.66	6.33	1.27	0.33	6.29	5.71	1.48	0.58	0.62	★★
🚩	52	This school does whatever it can to help me reach my educational goals.	6.70	6.17	1.54	0.53	6.36	5.62	1.49	0.74	0.55	★

- ★ 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.	6.51	6.28	1.52	0.23	6.32	6.01	1.26	0.31	0.27	
	21	There are a sufficient number of study areas on campus.	6.36	6.24	1.45	0.12	6.26	5.90	1.39	0.36	0.34	
	26	Library staff are helpful and approachable.	6.45	6.35	1.27	0.10	6.20	5.97	1.30	0.23	0.38	
	34	Computer labs are adequate and accessible.	6.38	6.26	1.45	0.12	6.33	6.01	1.30	0.32	0.25	
	42	The equipment in the lab facilities is kept up to date.	6.89	6.17	1.61	0.72	6.31	5.78	1.39	0.53	0.39	
	50	Tutoring services are readily available.	6.63	6.53	1.11	0.10	6.30	5.89	1.39	0.41	0.64	★★
	55	Academic support services adequately meet the needs of students.	6.71	6.19	1.50	0.52	6.27	5.71	1.40	0.56	0.48	★

- ★ 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.	6.70	6.23	1.33	0.47	6.33	5.52	1.63	0.81	0.71	★★
	13	Financial aid awards are announced to students in time to be helpful in college planning.	6.47	5.96	1.73	0.51	6.25	5.36	1.68	0.89	0.60	★
🚩	20	Financial aid counselors are helpful.	6.64	5.98	1.83	0.66	6.27	5.47	1.66	0.80	0.51	
	33	Admissions counselors accurately portray the campus in their recruiting practices.	6.34	6.32	1.56	0.02	6.13	5.64	1.45	0.49	0.68	★★
	41	Admissions staff are knowledgeable.	6.73	6.22	1.46	0.51	6.36	5.82	1.39	0.54	0.40	★
🚩	49	Admissions counselors respond to prospective students' unique needs and requests.	6.67	6.15	1.58	0.52	6.24	5.66	1.45	0.58	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

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

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.	6.39	6.04	1.29	0.35	5.90	5.61	1.36	0.29	0.43	★
	2	Faculty care about me as an individual.	6.67	6.40	0.86	0.27	6.14	5.63	1.42	0.51	0.77	★★★
🚩	16	The college shows concern for students as individuals.	6.66	6.12	1.74	0.54	6.23	5.48	1.56	0.75	0.64	★★
	22	People on this campus respect and are supportive of each other.	6.52	6.20	1.41	0.32	6.24	5.77	1.34	0.47	0.43	★
★	27	The campus staff are caring and helpful.	6.64	6.61	0.98	0.03	6.30	5.88	1.29	0.42	0.73	★★★
	28	It is an enjoyable experience to be a student on this campus.	6.62	6.38	1.36	0.24	6.30	5.80	1.42	0.50	0.58	★★
★	31	The campus is safe and secure for all students.	6.66	6.57	0.96	0.09	6.50	5.98	1.26	0.52	0.59	★★★
★	36	Students are made to feel welcome on this campus.	6.87	6.65	0.87	0.22	6.36	5.96	1.30	0.40	0.69	★★★
	44	I generally know what's happening on campus.	6.40	5.98	1.55	0.42	5.83	5.37	1.60	0.46	0.61	★★
	45	This institution has a good reputation within the community.	6.49	6.44	1.18	0.05	6.25	5.95	1.32	0.30	0.49	★
🚩	52	This school does whatever it can to help me reach my educational goals.	6.70	6.17	1.54	0.53	6.36	5.62	1.49	0.74	0.55	★
	57	Administrators are approachable to students.	6.48	6.07	1.59	0.41	6.24	5.71	1.45	0.53	0.36	
	59	New student orientation services help students adjust to college.	6.59	6.05	1.63	0.54	6.11	5.63	1.53	0.48	0.42	
	63	I seldom get the "run-around" when seeking information on this campus.	6.56	5.92	1.68	0.64	6.15	5.43	1.64	0.72	0.49	
🚩	67	Channels for expressing student complaints are readily available.	6.73	5.98	1.74	0.75	6.15	5.30	1.70	0.85	0.68	★

- ★ 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

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	10	Child care facilities are available on campus.	6.04	5.42	2.02	0.62	5.05	4.64	1.96	0.41	0.78	
	17	Personnel in the Veterans' Services program are helpful.	6.12	6.30	1.49	-0.18	5.64	5.29	1.54	0.35	1.01	★★
	19	This campus provides effective support services for displaced homemakers.	6.39	6.19	1.47	0.20	5.74	5.30	1.52	0.44	0.89	★★
	30	The career services office provides students with the help they need to get a job.	6.55	6.41	1.35	0.14	6.18	5.55	1.48	0.63	0.86	★★★
	38	The student center is a comfortable place for students to spend their leisure time.	6.44	6.45	1.33	-0.01	6.05	5.77	1.40	0.28	0.68	★★
	47	There are adequate services to help me decide upon a career.	6.81	6.24	1.59	0.57	6.25	5.63	1.48	0.62	0.61	★★
	59	New student orientation services help students adjust to college.	6.59	6.05	1.63	0.54	6.11	5.63	1.53	0.48	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

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

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.	6.67	6.40	0.86	0.27	6.14	5.63	1.42	0.51	0.77	★★★
	16	The college shows concern for students as individuals.	6.66	6.12	1.74	0.54	6.23	5.48	1.56	0.75	0.64	★★
	25	My academic advisor is concerned about my success as an individual.	6.63	6.36	1.45	0.27	6.28	5.47	1.71	0.81	0.89	★★★
	29	Faculty are fair and unbiased in their treatment of individual students.	6.55	6.29	1.17	0.26	6.40	5.75	1.47	0.65	0.54	★
	48	Counseling staff care about students as individuals.	6.66	6.33	1.27	0.33	6.29	5.71	1.48	0.58	0.62	★★

- ★ 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.	6.67	6.40	0.86	0.27	6.14	5.63	1.42	0.51	0.77	★★★
	18	The quality of instruction I receive in most of my classes is excellent.	6.70	6.38	1.20	0.32	6.49	5.72	1.38	0.77	0.66	★★★
	23	Faculty are understanding of students' unique life circumstances.	6.55	6.28	1.39	0.27	6.31	5.58	1.54	0.73	0.70	★★
	29	Faculty are fair and unbiased in their treatment of individual students.	6.55	6.29	1.17	0.26	6.40	5.75	1.47	0.65	0.54	★
	37	Faculty take into consideration student differences as they teach a course.	6.69	6.43	1.04	0.26	6.25	5.52	1.52	0.73	0.91	★★★
🚩	46	Faculty provide timely feedback about student progress in a course.	6.77	5.98	1.55	0.79	6.35	5.61	1.49	0.74	0.37	
	54	Faculty are interested in my academic problems.	6.65	6.35	1.07	0.30	6.21	5.54	1.53	0.67	0.81	★★★
★	58	Nearly all of the faculty are knowledgeable in their fields.	6.89	6.55	0.72	0.34	6.47	5.95	1.29	0.52	0.60	★★
	61	Faculty are usually available after class and during office hours.	6.56	6.41	1.22	0.15	6.35	5.92	1.32	0.43	0.49	★★
★	64	Nearly all classes deal with practical experiences and applications.	6.75	6.53	0.77	0.22	6.25	5.70	1.39	0.55	0.83	★★★
🚩	65	Students are notified early in the term if they are doing poorly in a class.	6.71	6.02	1.80	0.69	6.26	5.31	1.74	0.95	0.71	★★
★	66	Program requirements are clear and reasonable.	6.79	6.48	0.96	0.31	6.42	5.85	1.37	0.57	0.63	★★
	69	There is a good variety of courses provided on this campus.	6.76	6.43	1.13	0.33	6.43	5.98	1.30	0.45	0.45	★
★	70	I am able to experience intellectual growth here.	6.83	6.57	1.03	0.26	6.48	6.06	1.25	0.42	0.51	★★

- ★ 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
8		Classes are scheduled at times that are convenient for me.	6.75	6.43	0.94	0.32	6.44	5.72	1.47	0.72	0.71	★★★
5		The personnel involved in registration are helpful.	6.68	6.33	1.39	0.35	6.33	5.71	1.50	0.62	0.62	★★
15		I am able to register for classes I need with few conflicts.	6.63	6.39	1.22	0.24	6.44	5.75	1.46	0.69	0.64	★★
35		Policies and procedures regarding registration and course selection are clear and well-publicized.	6.55	6.26	1.45	0.29	6.35	5.75	1.41	0.60	0.51	★
51		There are convenient ways of paying my school bill.	6.55	6.40	1.12	0.15	6.35	5.82	1.44	0.53	0.58	★★
60		Billing policies are reasonable.	6.53	6.32	1.07	0.21	6.27	5.71	1.45	0.56	0.61	★★
43		Class change (drop/add) policies are reasonable.	6.49	6.52	0.95	-0.03	6.30	5.88	1.43	0.47	0.69	★★
56		The business office is open during hours which are convenient for most students.	6.47	6.05	1.59	0.42	6.23	5.75	1.40	0.48	0.30	
62		Bookstore staff are helpful.	6.32	6.03	1.65	0.29	6.20	5.88	1.42	0.32	0.15	

- ★ 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

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	81	Institution's commitment to part-time students?		6.48	1.13			5.90	1.35		0.58	★★
	82	Institution's commitment to evening students?		6.49	1.12			5.76	1.45		0.73	★★★
	83	Institution's commitment to older, returning learners?		6.68	0.72			5.87	1.41		0.81	★★★
	84	Institution's commitment to under-represented populations?		6.65	0.80			5.80	1.40		0.85	★★★
	85	Institution's commitment to commuters?		6.43	1.13			5.76	1.44		0.67	★★
	86	Institution's commitment to students with disabilities?		6.60	0.98			5.93	1.36		0.67	★★

- ★ 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**

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	4	Security staff are helpful.	6.51	6.52	0.83	-0.01	6.06	5.61	1.50	0.45	0.91	★★★
	11	Security staff respond quickly in emergencies.	6.55	6.47	1.25	0.08	6.31	5.62	1.45	0.69	0.85	★★★
★	24	Parking lots are well-lighted and secure.	6.76	6.64	1.06	0.12	6.26	5.58	1.56	0.68	1.06	★★★
★	31	The campus is safe and secure for all students.	6.66	6.57	0.96	0.09	6.50	5.98	1.26	0.52	0.59	★★★
★	39	The amount of student parking space on campus is adequate.	6.73	6.63	0.93	0.10	6.26	5.18	1.88	1.08	1.45	★★★

- ★ 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 – 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.	6.68	6.33	1.39	0.35	6.33	5.71	1.50	0.62	0.62	★★
	22	People on this campus respect and are supportive of each other.	6.52	6.20	1.41	0.32	6.24	5.77	1.34	0.47	0.43	★
	26	Library staff are helpful and approachable.	6.45	6.35	1.27	0.10	6.20	5.97	1.30	0.23	0.38	
★	27	The campus staff are caring and helpful.	6.64	6.61	0.98	0.03	6.30	5.88	1.29	0.42	0.73	★★★
	44	I generally know what's happening on campus.	6.40	5.98	1.55	0.42	5.83	5.37	1.60	0.46	0.61	★★
	57	Administrators are approachable to students.	6.48	6.07	1.59	0.41	6.24	5.71	1.45	0.53	0.36	
	62	Bookstore staff are helpful.	6.32	6.03	1.65	0.29	6.20	5.88	1.42	0.32	0.15	
	63	I seldom get the "run-around" when seeking information on this campus.	6.56	5.92	1.68	0.64	6.15	5.43	1.64	0.72	0.49	
🚩	67	Channels for expressing student complaints are readily available.	6.73	5.98	1.74	0.75	6.15	5.30	1.70	0.85	0.68	★

- ★ 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.	6.39	6.04	1.29	0.35	5.90	5.61	1.36	0.29	0.43	★
🚩	16	The college shows concern for students as individuals.	6.66	6.12	1.74	0.54	6.23	5.48	1.56	0.75	0.64	★★
★	27	The campus staff are caring and helpful.	6.64	6.61	0.98	0.03	6.30	5.88	1.29	0.42	0.73	★★★
	28	It is an enjoyable experience to be a student on this campus.	6.62	6.38	1.36	0.24	6.30	5.80	1.42	0.50	0.58	★★
★	36	Students are made to feel welcome on this campus.	6.87	6.65	0.87	0.22	6.36	5.96	1.30	0.40	0.69	★★★
	57	Administrators are approachable to students.	6.48	6.07	1.59	0.41	6.24	5.71	1.45	0.53	0.36	

- ★ 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.	6.39	6.04	1.29	0.35	5.90	5.61	1.36	0.29	0.43	★
	2	Faculty care about me as an individual.	6.67	6.40	0.86	0.27	6.14	5.63	1.42	0.51	0.77	★★★
★	3	The quality of instruction in the vocational/technical programs is excellent.	6.78	6.48	0.82	0.30	6.24	5.64	1.36	0.60	0.84	★★★
	4	Security staff are helpful.	6.51	6.52	0.83	-0.01	6.06	5.61	1.50	0.45	0.91	★★★
	5	The personnel involved in registration are helpful.	6.68	6.33	1.39	0.35	6.33	5.71	1.50	0.62	0.62	★★
	6	My academic advisor is approachable.	6.62	6.10	1.64	0.52	6.38	5.78	1.57	0.60	0.32	
	7	Adequate financial aid is available for most students.	6.70	6.23	1.33	0.47	6.33	5.52	1.63	0.81	0.71	★★
	8	Classes are scheduled at times that are convenient for me.	6.75	6.43	0.94	0.32	6.44	5.72	1.47	0.72	0.71	★★★
	9	Internships or practical experiences are provided in my degree/certificate program.	6.62	6.03	1.51	0.59	6.11	5.32	1.64	0.79	0.71	★★
	10	Child care facilities are available on campus.	6.04	5.42	2.02	0.62	5.05	4.64	1.96	0.41	0.78	
	11	Security staff respond quickly in emergencies.	6.55	6.47	1.25	0.08	6.31	5.62	1.45	0.69	0.85	★★★
	12	My academic advisor helps me set goals to work toward.	6.60	6.00	1.76	0.60	6.20	5.44	1.74	0.76	0.56	★
	13	Financial aid awards are announced to students in time to be helpful in college planning.	6.47	5.96	1.73	0.51	6.25	5.36	1.68	0.89	0.60	★
	14	Library resources and services are adequate.	6.51	6.28	1.52	0.23	6.32	6.01	1.26	0.31	0.27	
	15	I am able to register for classes I need with few conflicts.	6.63	6.39	1.22	0.24	6.44	5.75	1.46	0.69	0.64	★★
🚩	16	The college shows concern for students as individuals.	6.66	6.12	1.74	0.54	6.23	5.48	1.56	0.75	0.64	★★
	17	Personnel in the Veterans' Services program are helpful.	6.12	6.30	1.49	-0.18	5.64	5.29	1.54	0.35	1.01	★★
	18	The quality of instruction I receive in most of my classes is excellent.	6.70	6.38	1.20	0.32	6.49	5.72	1.38	0.77	0.66	★★★
	19	This campus provides effective support services for displaced homemakers.	6.39	6.19	1.47	0.20	5.74	5.30	1.52	0.44	0.89	★★
🚩	20	Financial aid counselors are helpful.	6.64	5.98	1.83	0.66	6.27	5.47	1.66	0.80	0.51	
	21	There are a sufficient number of study areas on campus.	6.36	6.24	1.45	0.12	6.26	5.90	1.39	0.36	0.34	
	22	People on this campus respect and are supportive of each other.	6.52	6.20	1.41	0.32	6.24	5.77	1.34	0.47	0.43	★
	23	Faculty are understanding of students' unique life circumstances.	6.55	6.28	1.38	0.27	6.21	5.58	1.54	0.72	0.70	★★

- ★ 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.	6.55	6.28	1.39	0.27	6.31	5.58	1.54	0.73	0.70	★★
★	24 Parking lots are well-lighted and secure.	6.76	6.64	1.06	0.12	6.26	5.58	1.56	0.68	1.06	★★★
	25 My academic advisor is concerned about my success as an individual.	6.63	6.36	1.45	0.27	6.28	5.47	1.71	0.81	0.89	★★★
	26 Library staff are helpful and approachable.	6.45	6.35	1.27	0.10	6.20	5.97	1.30	0.23	0.38	
★	27 The campus staff are caring and helpful.	6.64	6.61	0.98	0.03	6.30	5.88	1.29	0.42	0.73	★★★
	28 It is an enjoyable experience to be a student on this campus.	6.62	6.38	1.36	0.24	6.30	5.80	1.42	0.50	0.58	★★
	29 Faculty are fair and unbiased in their treatment of individual students.	6.55	6.29	1.17	0.26	6.40	5.75	1.47	0.65	0.54	★
	30 The career services office provides students with the help they need to get a job.	6.55	6.41	1.35	0.14	6.18	5.55	1.48	0.63	0.86	★★★
★	31 The campus is safe and secure for all students.	6.66	6.57	0.96	0.09	6.50	5.98	1.26	0.52	0.59	★★★
🚩	32 My academic advisor is knowledgeable about my program requirements.	6.81	6.29	1.53	0.52	6.45	5.75	1.60	0.70	0.54	★
	33 Admissions counselors accurately portray the campus in their recruiting practices.	6.34	6.32	1.56	0.02	6.13	5.64	1.45	0.49	0.68	★★
	34 Computer labs are adequate and accessible.	6.38	6.26	1.45	0.12	6.33	6.01	1.30	0.32	0.25	
	35 Policies and procedures regarding registration and course selection are clear and well-publicized.	6.55	6.26	1.45	0.29	6.35	5.75	1.41	0.60	0.51	★
★	36 Students are made to feel welcome on this campus.	6.87	6.65	0.87	0.22	6.36	5.96	1.30	0.40	0.69	★★★
	37 Faculty take into consideration student differences as they teach a course.	6.69	6.43	1.04	0.26	6.25	5.52	1.52	0.73	0.91	★★★
	38 The student center is a comfortable place for students to spend their leisure time.	6.44	6.45	1.33	-0.01	6.05	5.77	1.40	0.28	0.68	★★
★	39 The amount of student parking space on campus is adequate.	6.73	6.63	0.93	0.10	6.26	5.18	1.88	1.08	1.45	★★★
🚩	40 My academic advisor is knowledgeable about the transfer requirements of other schools.	6.91	6.20	1.73	0.71	6.35	5.58	1.63	0.77	0.62	★
	41 Admissions staff are knowledgeable.	6.73	6.22	1.46	0.51	6.36	5.82	1.39	0.54	0.40	★
🚩	42 The equipment in the lab facilities is kept up to date.	6.89	6.17	1.61	0.72	6.31	5.78	1.39	0.53	0.39	
	43 Class change (drop/add) policies are reasonable.	6.49	6.52	0.95	-0.03	6.30	5.88	1.43	0.47	0.69	★★
	44	6.40	6.00	1.55	0.40	6.00	5.77	1.60	0.40	0.63	★★

★ 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.	6.40	5.98	1.55	0.42	5.83	5.37	1.60	0.46	0.61	★★
	45	This institution has a good reputation within the community.	6.49	6.44	1.18	0.05	6.25	5.95	1.32	0.30	0.49	★
🚩	46	Faculty provide timely feedback about student progress in a course.	6.77	5.98	1.55	0.79	6.35	5.61	1.49	0.74	0.37	
🚩	47	There are adequate services to help me decide upon a career.	6.81	6.24	1.59	0.57	6.25	5.63	1.48	0.62	0.61	★★
	48	Counseling staff care about students as individuals.	6.66	6.33	1.27	0.33	6.29	5.71	1.48	0.58	0.62	★★
🚩	49	Admissions counselors respond to prospective students' unique needs and requests.	6.67	6.15	1.58	0.52	6.24	5.66	1.45	0.58	0.49	★
	50	Tutoring services are readily available.	6.63	6.53	1.11	0.10	6.30	5.89	1.39	0.41	0.64	★★
	51	There are convenient ways of paying my school bill.	6.55	6.40	1.12	0.15	6.35	5.82	1.44	0.53	0.58	★★
🚩	52	This school does whatever it can to help me reach my educational goals.	6.70	6.17	1.54	0.53	6.36	5.62	1.49	0.74	0.55	★
★	53	The assessment and course placement procedures are reasonable.	6.80	6.58	0.96	0.22	6.26	5.75	1.39	0.51	0.83	★★★
	54	Faculty are interested in my academic problems.	6.65	6.35	1.07	0.30	6.21	5.54	1.53	0.67	0.81	★★★
🚩	55	Academic support services adequately meet the needs of students.	6.71	6.19	1.50	0.52	6.27	5.71	1.40	0.56	0.48	★
	56	The business office is open during hours which are convenient for most students.	6.47	6.05	1.59	0.42	6.23	5.75	1.40	0.48	0.30	
	57	Administrators are approachable to students.	6.48	6.07	1.59	0.41	6.24	5.71	1.45	0.53	0.36	
★	58	Nearly all of the faculty are knowledgeable in their fields.	6.89	6.55	0.72	0.34	6.47	5.95	1.29	0.52	0.60	★★
	59	New student orientation services help students adjust to college.	6.59	6.05	1.63	0.54	6.11	5.63	1.53	0.48	0.42	
	60	Billing policies are reasonable.	6.53	6.32	1.07	0.21	6.27	5.71	1.45	0.56	0.61	★★
	61	Faculty are usually available after class and during office hours.	6.56	6.41	1.22	0.15	6.35	5.92	1.32	0.43	0.49	★★
	62	Bookstore staff are helpful.	6.32	6.03	1.65	0.29	6.20	5.88	1.42	0.32	0.15	
	63	I seldom get the "run-around" when seeking information on this campus.	6.56	5.92	1.68	0.64	6.15	5.43	1.64	0.72	0.49	
★	64	Nearly all classes deal with practical experiences and applications.	6.75	6.53	0.77	0.22	6.25	5.70	1.39	0.55	0.83	★★★
🚩	65	Students are notified early in the term if they are doing poorly in a class.	6.71	6.07	1.80	0.60	6.26	5.31	1.71	0.95	0.71	★★

- ★ 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 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.	6.71	6.02	1.80	0.69	6.26	5.31	1.74	0.95	0.71	★★
★	66	Program requirements are clear and reasonable.	6.79	6.48	0.96	0.31	6.42	5.85	1.37	0.57	0.63	★★
🚩	67	Channels for expressing student complaints are readily available.	6.73	5.98	1.74	0.75	6.15	5.30	1.70	0.85	0.68	★
	68	On the whole, the campus is well-maintained.	6.55	6.45	1.32	0.10	6.38	6.09	1.23	0.29	0.36	
	69	There is a good variety of courses provided on this campus.	6.76	6.43	1.13	0.33	6.43	5.98	1.30	0.45	0.45	★
★	70	I am able to experience intellectual growth here.	6.83	6.57	1.03	0.26	6.48	6.06	1.25	0.42	0.51	★★
🚩	71	Campus item: The quality of virtual instruction was excellent following the move from on-campus classes.	6.65	6.02	1.49	0.63						
🚩	72	Campus item: Faculty provided timely feedback about my academic progress while we studied virtually.	6.68	6.00	1.70	0.68						
★	73	Campus item: My program advisor was accessible by telephone, e-mail and/or virtually while I was off campus.	6.80	6.57	1.13	0.23						
🚩	74	Campus item: I have received timely information on the availability of financial aid while we were remote.	6.74	6.08	1.80	0.66						
🚩	75	Campus item: This institution responded quickly when I requested information while we were off campus.	6.77	6.02	1.72	0.75						
★	76	Campus item: Adequate virtual library resources were provided while I was off campus.	6.83	6.64	0.86	0.19						
	77	Campus item: Tutoring services were readily available virtually.	6.66	6.39	1.58	0.27						
	78	Campus item: Refund and billing policies were appropriate during the pandemic response.	6.46	6.47	1.48	-0.01						
	79	Campus item: Virtual career services were available while we were off campus.	6.50	6.58	1.29	-0.08						
	80	Campus item: Appropriate technical assistance was available to support virtual learning.	6.50	6.36	1.35	0.14						
	81	Institution's commitment to part-time students?		6.48	1.13			5.90	1.35		0.58	★★
	82	Institution's commitment to evening students?		6.49	1.12			5.76	1.45		0.73	★★★
	83	Institution's commitment to older, returning learners?		6.68	0.72			5.87	1.41		0.81	★★★
	84	Institution's commitment to under-represented populations?		6.65	0.80			5.80	1.40		0.85	★★★
	85	Institution's commitment to commuters?		6.43	1.13			5.76	1.44		0.67	★★

- ★ 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
86		Institution's commitment to students with disabilities?		6.60	0.98			5.93	1.36		0.67	★★
87		Cost as factor in decision to enroll.	6.60				6.38					
88		Financial aid as factor in decision to enroll.	6.38				6.16					
89		Academic reputation as factor in decision to enroll.	6.39				6.01					
90		Size of institution as factor in decision to enroll.	5.91				5.33					
91		Opportunity to play sports as factor in decision to enroll.	4.79				3.93					
92		Recommendations from family/friends as factor in decision to enroll.	5.81				5.18					
93		Geographic setting as factor in decision to enroll.	6.50				5.68					
94		Campus appearance as factor in decision to enroll.	6.28				5.41					
95		Personalized attention prior to enrollment as factor in decision to enroll.	6.44				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?	5.67	5.02	0.65	★★★
1= Much worse than I expected	0%	1%		
2= Quite a bit worse than I expected	0%	1%		
3= Worse than I expected	3%	5%		
4= About what I expected	19%	30%		
5= Better than I expected	21%	24%		
6= Quite a bit better than I expected	17%	14%		
7= Much better than I expected	38%	20%		
Rate your overall satisfaction with your experience here thus far.	6.02	5.60	0.42	★
1= Not satisfied at all	0%	1%		
2= Not very satisfied	0%	2%		
3= Somewhat dissatisfied	5%	4%		
4= Neutral	7%	11%		
5= Somewhat satisfied	9%	15%		
6= Satisfied	31%	39%		
7= Very satisfied	45%	26%		
All in all, if you had it to do over again, would you enroll here?	6.24	5.87	0.37	
1= Definitely not	1%	2%		
2= Probably not	0%	3%		
3= Maybe not	0%	2%		
4= I don't know	3%	7%		
5= Maybe yes	17%	10%		
6= Probably yes	17%	29%		
7= Definitely yes	58%	44%		

- ★ 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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