

### Demographics

#### Gender

Demographic Responses	N	%
Female	156	69.64%
Male	54	24.11%
Prefer not to respond	5	2.23%
Transgender	2	0.89%
Genderqueer	3	1.34%
Additional gender category or Other	4	1.79%
Total	224	100.00%
No Answer	57	

#### Class Level

Demographic Responses	N	%
1 year or less	80	33.47%
2 years	107	44.77%
3 years	32	13.39%
4 or more years	20	8.37%
Total	239	100.00%
No Answer	42	

#### Age

Demographic Responses	N	%
18 and under	10	4.46%
19 to 24	79	35.27%
25 to 34	56	25.00%
35 to 44	37	16.52%
45 and over	42	18.75%
Total	224	100.00%
No Answer	57	

#### Current GPA

Demographic Responses	N	%
No credits earned	10	4.17%
1.99 or below	4	1.67%
2.0 - 2.49	15	6.25%
2.5 - 2.99	48	20.00%
3.0 - 3.49	66	27.50%
3.5 or above	97	40.42%
Total	240	100.00%
No Answer	41	

## Demographics

### Ethnicity/Race

Demographic Responses	N	%
Black/African-American	97	35.14%
American Indian or Alaskan Native	2	0.72%
Asian or Pacific Islander	10	3.62%
Caucasian/White	109	39.49%
Hispanic	20	7.25%
Other race	7	2.54%
Race - Prefer not to respond	16	5.80%
Multi-racial	15	5.43%
Total	276	100.00%
No Answer	5	

### Current Enrollment Status

Demographic Responses	N	%
Day	194	79.51%
Evening	47	19.26%
Weekend	3	1.23%
Total	244	100.00%
No Answer	37	

### Educational Goal

Demographic Responses	N	%
Associate degree	134	56.30%
Vocational/technical program	9	3.78%
Transfer to another institution	64	26.89%
Certification (initial / renewal)	10	4.20%
Self-improvement/pleasure	4	1.68%
Job-related training	4	1.68%
Other educational goal	13	5.46%
Total	238	100.00%
No Answer	43	

### Employment

Demographic Responses	N	%
Full-time off campus	117	48.95%
Part-time off campus	57	23.85%
Full-time on campus	7	2.98%
Part-time on campus	2	0.84%
Not employed	56	23.43%
Total	239	100.00%
No Answer	42	

### Demographics

#### Current Class Load

Demographic Responses	N	%
Full-time	148	60.91%
Part-time	95	39.09%
Total	243	100.00%
No Answer	38	

#### Current Residence

Demographic Responses	N	%
Residence hall	1	0.42%
Own house	82	34.45%
Rent room or apt off campus	67	28.15%
Parent's home	64	26.89%
Other residence	24	10.08%
Total	238	100.00%
No Answer	43	

#### Residence Classification

Demographic Responses	N	%
In-state	229	96.62%
Out-of-state	6	2.53%
International (not U.S. citizen)	2	0.84%
Total	237	100.00%
No Answer	44	

#### Disabilities

Demographic Responses	N	%
Yes - Disability	37	15.61%
No - Disability	200	84.39%
Total	237	100.00%
No Answer	44	

#### Institution Was My...

Demographic Responses	N	%
1st choice	204	74.73%
2nd choice	51	18.68%
3rd choice or lower	18	6.59%
Total	273	100.00%
No Answer	8	

## Strategic Planning Overview

### Strengths and Challenges

#### Strengths

No	Item
34	Computers and/or Wi-Fi are adequate and accessible.
70	I am able to experience intellectual growth here.
69	There is a good variety of courses provided on this campus.
26	Library staff are helpful and approachable.
31	The campus is safe and secure for all students.
50	Tutoring services are readily available.
22	People on this campus respect and are supportive of each other.
27	The campus staff are caring and helpful.
58	Nearly all of the faculty are knowledgeable in their fields.
68	On the whole, the campus is well-maintained.
14	Library resources and services are adequate.
29	Faculty are fair and unbiased in their treatment of individual students.
24	Parking lots are well-lighted and secure.
36	Students are made to feel welcome on this campus.
21	There are a sufficient number of study areas on campus.
39	The amount of student parking space on campus is adequate.
11	Security staff respond quickly in emergencies.

#### Challenges

No	Item
48	Counseling staff care about students as individuals.
49	Admissions counselors respond to prospective students' unique needs and requests.
40	My academic advisor is knowledgeable about the transfer requirements of other schools.
18	The quality of instruction I receive in most of my classes is excellent.
78	Campus item: Refund and billing policies were clear and made sense to me.
52	This school does whatever it can to help me reach my educational goals.
32	My academic advisor is knowledgeable about my program requirements.

### Institutional Summary

Scales: In Order of Importance

**Pulaski Technical College - SSI**

**National Community Colleges  
2019-2022**

Scale	①				①				SS	
	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		Difference
Academic Services	6.61	6.35	1.05	0.26	6.40	6.10	1.07	0.30	0.25	***
Safety and Security	6.57	6.34	1.08	0.23	6.41	5.99	1.11	0.42	0.35	***
Registration Effectiveness	6.53	6.15	1.28	0.38	6.43	5.98	1.06	0.45	0.17	**
Service Excellence	6.53	6.19	1.14	0.34	6.32	5.90	1.13	0.42	0.29	***
Admissions and Financial Aid	6.52	6.05	1.37	0.47	6.41	5.89	1.24	0.52	0.16	*
Instructional Effectiveness	6.52	6.17	1.12	0.35	6.44	5.92	1.14	0.52	0.25	***
Academic Advising/Counseling	6.49	5.98	1.45	0.51	6.43	5.87	1.34	0.56	0.11	
Campus Climate	6.49	6.15	1.26	0.34	6.34	5.90	1.13	0.44	0.25	***
Concern for the Individual	6.48	6.08	1.32	0.40	6.38	5.82	1.27	0.56	0.26	***
Student Centeredness	6.48	6.16	1.35	0.32	6.35	5.94	1.20	0.41	0.22	**
Campus Support Services	6.41	6.04	1.39	0.37	6.17	5.79	1.33	0.38	0.25	**
Responsiveness to Diverse Populations		6.24	1.43			6.04	1.26		0.20	**

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

National Group Means are based on 79,049 records

### Institutional Summary

Items: In Order of Importance

		Pulaski Technical College - SSI				National Community Colleges 2019-2022						
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
★	34	Computers and/or Wi-Fi are adequate and accessible.	6.74	6.42	1.20	0.32	6.41	6.16	1.25	0.25	0.26	★★
★	70	I am able to experience intellectual growth here.	6.70	6.42	1.24	0.28	6.56	6.22	1.19	0.34	0.20	★
★	69	There is a good variety of courses provided on this campus.	6.67	6.31	1.34	0.36	6.51	6.18	1.21	0.33	0.13	
★	26	Library staff are helpful and approachable.	6.66	6.52	1.03	0.14	6.36	6.19	1.21	0.17	0.33	★★★
★	31	The campus is safe and secure for all students.	6.65	6.39	1.17	0.26	6.60	6.25	1.13	0.35	0.14	
🚩	48	Counseling staff care about students as individuals.	6.65	6.16	1.55	0.49	6.45	6.00	1.40	0.45	0.16	
★	50	Tutoring services are readily available.	6.65	6.44	1.16	0.21	6.44	6.15	1.29	0.29	0.29	★★
★	22	People on this campus respect and are supportive of each other.	6.64	6.48	1.08	0.16	6.40	6.06	1.25	0.34	0.42	★★★
★	27	The campus staff are caring and helpful.	6.63	6.37	1.21	0.26	6.43	6.11	1.22	0.32	0.26	★★
	41	Admissions staff are knowledgeable.	6.62	6.21	1.43	0.41	6.48	6.08	1.29	0.40	0.13	
🚩	49	Admissions counselors respond to prospective students' unique needs and requests.	6.61	6.08	1.59	0.53	6.40	5.95	1.38	0.45	0.13	
★	58	Nearly all of the faculty are knowledgeable in their fields.	6.61	6.26	1.38	0.35	6.57	6.15	1.22	0.42	0.11	
🚩	40	My academic advisor is knowledgeable about the transfer requirements of other schools.	6.60	6.05	1.62	0.55	6.46	5.89	1.54	0.57	0.16	
★	68	On the whole, the campus is well-maintained.	6.60	6.28	1.30	0.32	6.48	6.31	1.10	0.17	-0.03	
★	14	Library resources and services are adequate.	6.59	6.36	1.27	0.23	6.41	6.14	1.23	0.27	0.22	★
★	29	Faculty are fair and unbiased in their treatment of individual students.	6.59	6.37	1.27	0.22	6.51	5.98	1.41	0.53	0.39	★★★
	42	The equipment in the lab facilities is kept up to date.	6.59	6.22	1.38	0.37	6.43	6.01	1.32	0.42	0.21	★
	64	Nearly all classes deal with practical experiences and applications.	6.59	6.23	1.31	0.36	6.36	5.90	1.35	0.46	0.33	★★★
	15	I am able to register for classes I need with few conflicts.	6.58	6.16	1.43	0.42	6.50	5.92	1.42	0.58	0.24	★
	35	Policies and procedures regarding registration and course selection are clear and well-p...	6.58	6.14	1.50	0.44	6.46	5.96	1.36	0.50	0.18	
🚩	18	The quality of instruction I receive in most of my classes is excellent.	6.57	6.08	1.41	0.49	6.54	5.82	1.40	0.72	0.26	★★

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

National Group Means are based on 79,049 records

### Institutional Summary

Items: In Order of Importance

#### Pulaski Technical College - SSI

#### National Community Colleges 2019-2022

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
★	24	Parking lots are well-lighted and secure.	6.57	6.42	1.24	0.15	6.39	5.95	1.40	0.44	0.47	★★★
★	36	Students are made to feel welcome on this campus.	6.57	6.37	1.32	0.20	6.49	6.16	1.24	0.33	0.21	★
	62	Bookstore staff are helpful.	6.57	6.24	1.49	0.33	6.34	6.07	1.36	0.27	0.17	
	66	Program requirements are clear and reasonable.	6.57	6.24	1.38	0.33	6.52	6.04	1.33	0.48	0.20	★
★	21	There are a sufficient number of study areas on campus.	6.56	6.35	1.24	0.21	6.34	6.10	1.30	0.24	0.25	★★
	28	It is an enjoyable experience to be a student on this campus.	6.56	6.25	1.41	0.31	6.42	5.99	1.38	0.43	0.26	★★
	30	The career services office provides students with the help they need to get a job.	6.56	6.14	1.46	0.42	6.38	5.91	1.41	0.47	0.23	
★	39	The amount of student parking space on campus is adequate.	6.55	6.35	1.23	0.20	6.37	5.80	1.61	0.57	0.55	★★★
	60	Billing policies are reasonable.	6.55	6.07	1.61	0.48	6.41	5.97	1.37	0.44	0.10	
★	11	Security staff respond quickly in emergencies.	6.54	6.26	1.27	0.28	6.45	5.99	1.34	0.46	0.27	★★
	55	Academic support services adequately meet the needs of students.	6.54	6.11	1.52	0.43	6.41	5.96	1.36	0.45	0.15	
	56	The business office is open during hours which are convenient for most students.	6.54	6.16	1.56	0.38	6.36	5.96	1.36	0.40	0.20	
	57	Administrators are approachable to students.	6.54	6.23	1.37	0.31	6.37	5.93	1.41	0.44	0.30	★★
	75	Campus item: Career Services supports my individual needs by providing guidance indi...	6.54	6.09	1.56	0.45						
🚩	78	Campus item: Refund and billing policies were clear and made sense to me.	6.54	5.92	1.67	0.62						
🚩	52	This school does whatever it can to help me reach my educational goals.	6.53	6.01	1.65	0.52	6.46	5.84	1.45	0.62	0.17	
	76	Campus item: The campus does an excellent job making me aware of how I should con...	6.53	6.17	1.49	0.36						
🚩	32	My academic advisor is knowledgeable about my program requirements.	6.52	6.03	1.67	0.49	6.55	6.00	1.50	0.55	0.03	
	53	The assessment and course placement procedures are reasonable.	6.52	6.16	1.45	0.36	6.40	6.00	1.32	0.40	0.16	
	59	New student orientation services help students adjust to college.	6.52	6.19	1.48	0.33	6.29	5.89	1.48	0.40	0.30	★
	8	Classes are scheduled at times that are convenient for me.	6.51	6.22	1.42	0.29	6.45	5.88	1.43	0.57	0.34	★★★
	47	There are adequate services to help me decide upon a career.	6.51	5.97	1.56	0.54	6.39	5.89	1.42	0.50	0.08	

- ★ 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 2019-2022						
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	63	I seldom get the "run-around" when seeking information on this campus.	6.51	5.93	1.74	0.58	6.27	5.67	1.61	0.60	0.26	★
	72	Campus item: Your experience during your first year was excellent.	6.51	6.03	1.56	0.48						
	79	Campus item: The campus cares about students when they face challenges in life that e...	6.51	5.96	1.71	0.55						
	43	Class change (drop/add) policies are reasonable.	6.50	6.25	1.38	0.25	6.41	6.06	1.35	0.35	0.19	
	61	Faculty are usually available after class and during office hours.	6.50	6.35	1.15	0.15	6.43	6.11	1.26	0.32	0.24	★★
	4	Security staff are helpful.	6.49	6.28	1.14	0.21	6.21	5.90	1.41	0.31	0.38	★★★
	7	Adequate financial aid is available for most students.	6.49	5.97	1.67	0.52	6.43	5.81	1.54	0.62	0.16	
	51	There are convenient ways of paying my school bill.	6.49	6.12	1.53	0.37	6.47	6.07	1.35	0.40	0.05	
	67	Channels for expressing student complaints are readily available.	6.49	5.90	1.76	0.59	6.30	5.51	1.74	0.79	0.39	★★
	87	Cost as factor in decision to enroll.	6.49				6.39					
	46	Faculty provide timely feedback about student progress in a course.	6.48	5.99	1.52	0.49	6.46	5.83	1.46	0.63	0.16	
	13	Financial aid awards are announced to students in time to be helpful in college planning.	6.47	5.84	1.66	0.63	6.40	5.73	1.57	0.67	0.11	
	20	Financial aid counselors are helpful.	6.47	6.01	1.68	0.46	6.42	5.78	1.57	0.64	0.23	
	23	Faculty are understanding of students' unique life circumstances.	6.47	6.19	1.36	0.28	6.43	5.79	1.52	0.64	0.40	★★★
	17	Personnel in the Veterans' Services program are helpful.	6.46	6.15	1.52	0.31	6.06	5.73	1.51	0.33	0.42	★★
	33	Admissions counselors accurately portray the campus in their recruiting practices.	6.46	6.16	1.47	0.30	6.34	5.96	1.37	0.38	0.20	
	65	Students are notified early in the term if they are doing poorly in a class.	6.46	5.66	1.91	0.80	6.36	5.58	1.71	0.78	0.08	
	5	The personnel involved in registration are helpful.	6.45	6.01	1.53	0.44	6.42	5.94	1.42	0.48	0.07	
	6	My academic advisor is approachable.	6.45	6.06	1.56	0.39	6.47	5.99	1.51	0.48	0.07	
	45	This institution has a good reputation within the community.	6.45	6.30	1.29	0.15	6.39	6.19	1.21	0.20	0.11	
	3	The quality of instruction in the vocational/technical programs is excellent.	6.44	6.01	1.47	0.43	6.38	5.80	1.37	0.58	0.21	★
	38	The student center is a comfortable place for students to spend their leisure time.	6.43	6.24	1.34	0.19	6.22	6.04	1.32	0.18	0.20	
	25	My academic advisor is concerned about my success as an individual.	6.42	5.86	1.78	0.56	6.37	5.71	1.66	0.66	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 79,049 records



### Institutional Summary

Items: In Order of Importance

		Pulaski Technical College - SSI				National Community Colleges 2019-2022						
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	19	This campus provides effective support services for single parents.	6.41	6.04	1.65	0.37	6.12	5.72	1.51	0.40	0.32	★
	16	The college shows concern for students as individuals.	6.40	5.96	1.60	0.44	6.33	5.69	1.55	0.64	0.27	★
	88	Financial aid as factor in decision to enroll.	6.40				6.29					
	37	Faculty take into consideration student differences as they teach a course.	6.39	6.11	1.52	0.28	6.37	5.73	1.50	0.64	0.38	★★★
	54	Faculty are interested in my academic problems.	6.39	6.01	1.65	0.38	6.33	5.74	1.52	0.59	0.27	★
	74	Campus item: Faculty Advisors and Full-Time Advisors help me stay motivated to comp...	6.39	5.97	1.66	0.42						
	77	Campus item: The transition from Full-Time Advisor to Faculty Advisor, after the first se...	6.39	6.00	1.72	0.39						
	2	Faculty care about me as an individual.	6.36	6.04	1.52	0.32	6.25	5.77	1.43	0.48	0.27	★★
	80	Campus item: The campus does an excellent job connecting students with student orga...	6.36	5.80	1.82	0.56						
	71	Campus item: The quality of student activities is excellent on campus.	6.30	5.92	1.51	0.38						
	44	I generally know what's happening on campus.	6.29	6.09	1.38	0.20	5.98	5.63	1.56	0.35	0.46	★★★
	12	My academic advisor helps me set goals to work toward.	6.28	5.71	1.90	0.57	6.29	5.67	1.71	0.62	0.04	
	1	Most students feel a sense of belonging here.	6.26	5.88	1.49	0.38	6.09	5.77	1.35	0.32	0.11	
	9	Internships or practical experiences are provided in my degree/certificate program.	6.26	5.75	1.79	0.51	6.23	5.62	1.60	0.61	0.13	
	89	Academic reputation as factor in decision to enroll.	6.22				6.11					
	73	Campus item: Student activities are scheduled during times when I am able to attend.	6.10	5.45	1.97	0.65						
	93	Geographic setting as factor in decision to enroll.	6.01				5.85					
	90	Size of institution as factor in decision to enroll.	5.98				5.46					
	95	Personalized attention prior to enrollment as factor in decision to enroll.	5.96				5.72					
	10	Child care facilities are available on campus.	5.90	5.47	2.03	0.43	5.51	5.03	2.05	0.48	0.44	★
	94	Campus appearance as factor in decision to enroll.	5.83				5.50					
	92	Recommendations from family/friends as factor in decision to enroll.	5.52				5.34					
	91	Opportunity to play sports as factor in decision to enroll.	4.37				4.22					

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

National Group Means are based on 79,049 records

### Institutional Summary

Items: In Order of Importance

#### Pulaski Technical College - SSI

#### National Community Colleges 2019-2022

Scale

All

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
81		Institution's commitment to part-time students?		6.11	1.51			6.07	1.31		0.04	
82		Institution's commitment to evening students?		6.13	1.46			5.96	1.40		0.17	
83		Institution's commitment to older, returning learners?		6.29	1.44			6.07	1.36		0.22	★
84		Institution's commitment to under-represented populations?		6.27	1.38			6.05	1.33		0.22	★
85		Institution's commitment to commuters?		6.36	1.23			5.97	1.38		0.39	★★★
86		Institution's commitment to students with disabilities?		6.33	1.42			6.15	1.30		0.18	

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

National Group Means are based on 79,049 records

### Institutional Summary

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

**Pulaski Technical College - SSI**

**National Community Colleges  
2019-2022**

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	6	My academic advisor is approachable.	6.45	6.06	1.56	0.39	6.47	5.99	1.51	0.48	0.07	
	12	My academic advisor helps me set goals to work toward.	6.28	5.71	1.90	0.57	6.29	5.67	1.71	0.62	0.04	
	25	My academic advisor is concerned about my success as an individual.	6.42	5.86	1.78	0.56	6.37	5.71	1.66	0.66	0.15	
★	32	My academic advisor is knowledgeable about my program requirements.	6.52	6.03	1.67	0.49	6.55	6.00	1.50	0.55	0.03	
★★	40	My academic advisor is knowledgeable about the transfer requirements of other schools.	6.60	6.05	1.62	0.55	6.46	5.89	1.54	0.57	0.16	
★★★	48	Counseling staff care about students as individuals.	6.65	6.16	1.55	0.49	6.45	6.00	1.40	0.45	0.16	
★★★	52	This school does whatever it can to help me reach my educational goals.	6.53	6.01	1.65	0.52	6.46	5.84	1.45	0.62	0.17	

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

National Group Means are based on 79,049 records

### Institutional Summary

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

#### Pulaski Technical College - SSI

#### National Community Colleges 2019-2022

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
★	14	Library resources and services are adequate.	6.59	6.36	1.27	0.23	6.41	6.14	1.23	0.27	0.22	★
★	21	There are a sufficient number of study areas on campus.	6.56	6.35	1.24	0.21	6.34	6.10	1.30	0.24	0.25	★★
★	26	Library staff are helpful and approachable.	6.66	6.52	1.03	0.14	6.36	6.19	1.21	0.17	0.33	★★★
★	34	Computers and/or Wi-Fi are adequate and accessible.	6.74	6.42	1.20	0.32	6.41	6.16	1.25	0.25	0.26	★★
	42	The equipment in the lab facilities is kept up to date.	6.59	6.22	1.38	0.37	6.43	6.01	1.32	0.42	0.21	★
★	50	Tutoring services are readily available.	6.65	6.44	1.16	0.21	6.44	6.15	1.29	0.29	0.29	★★
	55	Academic support services adequately meet the needs of students.	6.54	6.11	1.52	0.43	6.41	5.96	1.36	0.45	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 79,049 records

### Institutional Summary

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

Pulaski Technical College - SSI

National Community Colleges  
2019-2022

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	7	Adequate financial aid is available for most students.	6.49	5.97	1.67	0.52	6.43	5.81	1.54	0.62	0.16	
	13	Financial aid awards are announced to students in time to be helpful in college planning.	6.47	5.84	1.66	0.63	6.40	5.73	1.57	0.67	0.11	
	20	Financial aid counselors are helpful.	6.47	6.01	1.68	0.46	6.42	5.78	1.57	0.64	0.23	
	33	Admissions counselors accurately portray the campus in their recruiting practices.	6.46	6.16	1.47	0.30	6.34	5.96	1.37	0.38	0.20	
	41	Admissions staff are knowledgeable.	6.62	6.21	1.43	0.41	6.48	6.08	1.29	0.40	0.13	
🚩	49	Admissions counselors respond to prospective students' unique needs and requests.	6.61	6.08	1.59	0.53	6.40	5.95	1.38	0.45	0.13	

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

National Group Means are based on 79,049 records

### Institutional Summary

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

**Pulaski Technical College - SSI**

**National Community Colleges  
2019-2022**

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	5.88	1.49	0.38	6.09	5.77	1.35	0.32	0.11	
	2	Faculty care about me as an individual.	6.36	6.04	1.52	0.32	6.25	5.77	1.43	0.48	0.27	★★
	16	The college shows concern for students as individuals.	6.40	5.96	1.60	0.44	6.33	5.69	1.55	0.64	0.27	★
★	22	People on this campus respect and are supportive of each other.	6.64	6.48	1.08	0.16	6.40	6.06	1.25	0.34	0.42	★★★
★	27	The campus staff are caring and helpful.	6.63	6.37	1.21	0.26	6.43	6.11	1.22	0.32	0.26	★★
	28	It is an enjoyable experience to be a student on this campus.	6.56	6.25	1.41	0.31	6.42	5.99	1.38	0.43	0.26	★★
★	31	The campus is safe and secure for all students.	6.65	6.39	1.17	0.26	6.60	6.25	1.13	0.35	0.14	
★	36	Students are made to feel welcome on this campus.	6.57	6.37	1.32	0.20	6.49	6.16	1.24	0.33	0.21	★
	44	I generally know what's happening on campus.	6.29	6.09	1.38	0.20	5.98	5.63	1.56	0.35	0.46	★★★
	45	This institution has a good reputation within the community.	6.45	6.30	1.29	0.15	6.39	6.19	1.21	0.20	0.11	
🚩	52	This school does whatever it can to help me reach my educational goals.	6.53	6.01	1.65	0.52	6.46	5.84	1.45	0.62	0.17	
	57	Administrators are approachable to students.	6.54	6.23	1.37	0.31	6.37	5.93	1.41	0.44	0.30	★★
	59	New student orientation services help students adjust to college.	6.52	6.19	1.48	0.33	6.29	5.89	1.48	0.40	0.30	★
	63	I seldom get the "run-around" when seeking information on this campus.	6.51	5.93	1.74	0.58	6.27	5.67	1.61	0.60	0.26	★
	67	Channels for expressing student complaints are readily available.	6.49	5.90	1.76	0.59	6.30	5.51	1.74	0.79	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 79,049 records

### Institutional Summary

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

**Pulaski Technical College - SSI**

**National Community Colleges  
2019-2022**

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	10	Child care facilities are available on campus.	5.90	5.47	2.03	0.43	5.51	5.03	2.05	0.48	0.44	★
	17	Personnel in the Veterans' Services program are helpful.	6.46	6.15	1.52	0.31	6.06	5.73	1.51	0.33	0.42	★★
	19	This campus provides effective support services for single parents.	6.41	6.04	1.65	0.37	6.12	5.72	1.51	0.40	0.32	★
	30	The career services office provides students with the help they need to get a job.	6.56	6.14	1.46	0.42	6.38	5.91	1.41	0.47	0.23	
	38	The student center is a comfortable place for students to spend their leisure time.	6.43	6.24	1.34	0.19	6.22	6.04	1.32	0.18	0.20	
	47	There are adequate services to help me decide upon a career.	6.51	5.97	1.56	0.54	6.39	5.89	1.42	0.50	0.08	
	59	New student orientation services help students adjust to college.	6.52	6.19	1.48	0.33	6.29	5.89	1.48	0.40	0.30	★

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

National Group Means are based on 79,049 records

### Institutional Summary

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

**Pulaski Technical College - SSI**

**National Community Colleges  
2019-2022**

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	2	Faculty care about me as an individual.	6.36	6.04	1.52	0.32	6.25	5.77	1.43	0.48	0.27	★★
	16	The college shows concern for students as individuals.	6.40	5.96	1.60	0.44	6.33	5.69	1.55	0.64	0.27	★
	25	My academic advisor is concerned about my success as an individual.	6.42	5.86	1.78	0.56	6.37	5.71	1.66	0.66	0.15	
★	29	Faculty are fair and unbiased in their treatment of individual students.	6.59	6.37	1.27	0.22	6.51	5.98	1.41	0.53	0.39	★★★
🚩	48	Counseling staff care about students as individuals.	6.65	6.16	1.55	0.49	6.45	6.00	1.40	0.45	0.16	

- ★ 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 79,049 records



### Institutional Summary

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

**Pulaski Technical College - SSI**

**National Community Colleges  
2019-2022**

Scale  
Instructional Effectiveness

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	2	Faculty care about me as an individual.	6.36	6.04	1.52	0.32	6.25	5.77	1.43	0.48	0.27	★★
🚩	18	The quality of instruction I receive in most of my classes is excellent.	6.57	6.08	1.41	0.49	6.54	5.82	1.40	0.72	0.26	★★
	23	Faculty are understanding of students' unique life circumstances.	6.47	6.19	1.36	0.28	6.43	5.79	1.52	0.64	0.40	★★★
★	29	Faculty are fair and unbiased in their treatment of individual students.	6.59	6.37	1.27	0.22	6.51	5.98	1.41	0.53	0.39	★★★
	37	Faculty take into consideration student differences as they teach a course.	6.39	6.11	1.52	0.28	6.37	5.73	1.50	0.64	0.38	★★★
	46	Faculty provide timely feedback about student progress in a course.	6.48	5.99	1.52	0.49	6.46	5.83	1.46	0.63	0.16	
	54	Faculty are interested in my academic problems.	6.39	6.01	1.65	0.38	6.33	5.74	1.52	0.59	0.27	★
★	58	Nearly all of the faculty are knowledgeable in their fields.	6.61	6.26	1.38	0.35	6.57	6.15	1.22	0.42	0.11	
	61	Faculty are usually available after class and during office hours.	6.50	6.35	1.15	0.15	6.43	6.11	1.26	0.32	0.24	★★
	64	Nearly all classes deal with practical experiences and applications.	6.59	6.23	1.31	0.36	6.36	5.90	1.35	0.46	0.33	★★★
	65	Students are notified early in the term if they are doing poorly in a class.	6.46	5.66	1.91	0.80	6.36	5.58	1.71	0.78	0.08	
	66	Program requirements are clear and reasonable.	6.57	6.24	1.38	0.33	6.52	6.04	1.33	0.48	0.20	★
★	69	There is a good variety of courses provided on this campus.	6.67	6.31	1.34	0.36	6.51	6.18	1.21	0.33	0.13	
★	70	I am able to experience intellectual growth here.	6.70	6.42	1.24	0.28	6.56	6.22	1.19	0.34	0.20	★

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

National Group Means are based on 79,049 records

### Institutional Summary

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

Pulaski Technical College - SSI

National Community Colleges  
2019-2022

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
5		The personnel involved in registration are helpful.	6.45	6.01	1.53	0.44	6.42	5.94	1.42	0.48	0.07	
8		Classes are scheduled at times that are convenient for me.	6.51	6.22	1.42	0.29	6.45	5.88	1.43	0.57	0.34	★★★
15		I am able to register for classes I need with few conflicts.	6.58	6.16	1.43	0.42	6.50	5.92	1.42	0.58	0.24	★
35		Policies and procedures regarding registration and course selection are clear and well-p...	6.58	6.14	1.50	0.44	6.46	5.96	1.36	0.50	0.18	
43		Class change (drop/add) policies are reasonable.	6.50	6.25	1.38	0.25	6.41	6.06	1.35	0.35	0.19	
51		There are convenient ways of paying my school bill.	6.49	6.12	1.53	0.37	6.47	6.07	1.35	0.40	0.05	
56		The business office is open during hours which are convenient for most students.	6.54	6.16	1.56	0.38	6.36	5.96	1.36	0.40	0.20	
60		Billing policies are reasonable.	6.55	6.07	1.61	0.48	6.41	5.97	1.37	0.44	0.10	
62		Bookstore staff are helpful.	6.57	6.24	1.49	0.33	6.34	6.07	1.36	0.27	0.17	

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

National Group Means are based on 79,049 records

### Institutional Summary

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

Pulaski Technical College - SSI

National Community Colleges  
2019-2022

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
81		Institution's commitment to part-time students?		6.11	1.51			6.07	1.31		0.04	
82		Institution's commitment to evening students?		6.13	1.46			5.96	1.40		0.17	
83		Institution's commitment to older, returning learners?		6.29	1.44			6.07	1.36		0.22	★
84		Institution's commitment to under-represented populations?		6.27	1.38			6.05	1.33		0.22	★
85		Institution's commitment to commuters?		6.36	1.23			5.97	1.38		0.39	★★★
86		Institution's commitment to students with disabilities?		6.33	1.42			6.15	1.30		0.18	

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

National Group Means are based on 79,049 records

### Institutional Summary

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

#### Pulaski Technical College - SSI

#### National Community Colleges 2019-2022

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	4	Security staff are helpful.	6.49	6.28	1.14	0.21	6.21	5.90	1.41	0.31	0.38	★★★
★	11	Security staff respond quickly in emergencies.	6.54	6.26	1.27	0.28	6.45	5.99	1.34	0.46	0.27	★★
★	24	Parking lots are well-lighted and secure.	6.57	6.42	1.24	0.15	6.39	5.95	1.40	0.44	0.47	★★★
★	31	The campus is safe and secure for all students.	6.65	6.39	1.17	0.26	6.60	6.25	1.13	0.35	0.14	
★	39	The amount of student parking space on campus is adequate.	6.55	6.35	1.23	0.20	6.37	5.80	1.61	0.57	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 79,049 records

### Institutional Summary

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

#### Pulaski Technical College - SSI

#### National Community Colleges 2019-2022

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	5	The personnel involved in registration are helpful.	6.45	6.01	1.53	0.44	6.42	5.94	1.42	0.48	0.07	
★	22	People on this campus respect and are supportive of each other.	6.64	6.48	1.08	0.16	6.40	6.06	1.25	0.34	0.42	★★★
★	26	Library staff are helpful and approachable.	6.66	6.52	1.03	0.14	6.36	6.19	1.21	0.17	0.33	★★★
★	27	The campus staff are caring and helpful.	6.63	6.37	1.21	0.26	6.43	6.11	1.22	0.32	0.26	★★
	44	I generally know what's happening on campus.	6.29	6.09	1.38	0.20	5.98	5.63	1.56	0.35	0.46	★★★
	57	Administrators are approachable to students.	6.54	6.23	1.37	0.31	6.37	5.93	1.41	0.44	0.30	★★
	62	Bookstore staff are helpful.	6.57	6.24	1.49	0.33	6.34	6.07	1.36	0.27	0.17	
	63	I seldom get the "run-around" when seeking information on this campus.	6.51	5.93	1.74	0.58	6.27	5.67	1.61	0.60	0.26	★
	67	Channels for expressing student complaints are readily available.	6.49	5.90	1.76	0.59	6.30	5.51	1.74	0.79	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 79,049 records

### Institutional Summary

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

#### Pulaski Technical College - SSI

#### National Community Colleges 2019-2022

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	5.88	1.49	0.38	6.09	5.77	1.35	0.32	0.11	
	16	The college shows concern for students as individuals.	6.40	5.96	1.60	0.44	6.33	5.69	1.55	0.64	0.27	★
★	27	The campus staff are caring and helpful.	6.63	6.37	1.21	0.26	6.43	6.11	1.22	0.32	0.26	★★
	28	It is an enjoyable experience to be a student on this campus.	6.56	6.25	1.41	0.31	6.42	5.99	1.38	0.43	0.26	★★
★	36	Students are made to feel welcome on this campus.	6.57	6.37	1.32	0.20	6.49	6.16	1.24	0.33	0.21	★
	57	Administrators are approachable to students.	6.54	6.23	1.37	0.31	6.37	5.93	1.41	0.44	0.30	★★

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

National Group Means are based on 79,049 records

### Institutional Summary

Items: In Sequential Order

#### Pulaski Technical College - SSI

#### National Community Colleges 2019-2022

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	5.88	1.49	0.38	6.09	5.77	1.35	0.32	0.11	
	2	Faculty care about me as an individual.	6.36	6.04	1.52	0.32	6.25	5.77	1.43	0.48	0.27	★★
	3	The quality of instruction in the vocational/technical programs is excellent.	6.44	6.01	1.47	0.43	6.38	5.80	1.37	0.58	0.21	★
	4	Security staff are helpful.	6.49	6.28	1.14	0.21	6.21	5.90	1.41	0.31	0.38	★★★
	5	The personnel involved in registration are helpful.	6.45	6.01	1.53	0.44	6.42	5.94	1.42	0.48	0.07	
	6	My academic advisor is approachable.	6.45	6.06	1.56	0.39	6.47	5.99	1.51	0.48	0.07	
	7	Adequate financial aid is available for most students.	6.49	5.97	1.67	0.52	6.43	5.81	1.54	0.62	0.16	
	8	Classes are scheduled at times that are convenient for me.	6.51	6.22	1.42	0.29	6.45	5.88	1.43	0.57	0.34	★★★
	9	Internships or practical experiences are provided in my degree/certificate program.	6.26	5.75	1.79	0.51	6.23	5.62	1.60	0.61	0.13	
	10	Child care facilities are available on campus.	5.90	5.47	2.03	0.43	5.51	5.03	2.05	0.48	0.44	★
★	11	Security staff respond quickly in emergencies.	6.54	6.26	1.27	0.28	6.45	5.99	1.34	0.46	0.27	★★
	12	My academic advisor helps me set goals to work toward.	6.28	5.71	1.90	0.57	6.29	5.67	1.71	0.62	0.04	
	13	Financial aid awards are announced to students in time to be helpful in college planning.	6.47	5.84	1.66	0.63	6.40	5.73	1.57	0.67	0.11	
★	14	Library resources and services are adequate.	6.59	6.36	1.27	0.23	6.41	6.14	1.23	0.27	0.22	★
	15	I am able to register for classes I need with few conflicts.	6.58	6.16	1.43	0.42	6.50	5.92	1.42	0.58	0.24	★
	16	The college shows concern for students as individuals.	6.40	5.96	1.60	0.44	6.33	5.69	1.55	0.64	0.27	★
	17	Personnel in the Veterans' Services program are helpful.	6.46	6.15	1.52	0.31	6.06	5.73	1.51	0.33	0.42	★★
🚩	18	The quality of instruction I receive in most of my classes is excellent.	6.57	6.08	1.41	0.49	6.54	5.82	1.40	0.72	0.26	★★
	19	This campus provides effective support services for single parents.	6.41	6.04	1.65	0.37	6.12	5.72	1.51	0.40	0.32	★
	20	Financial aid counselors are helpful.	6.47	6.01	1.68	0.46	6.42	5.78	1.57	0.64	0.23	
★	21	There are a sufficient number of study areas on campus.	6.56	6.35	1.24	0.21	6.34	6.10	1.30	0.24	0.25	★★
★	22	People on this campus respect and are supportive of each other.	6.64	6.48	1.08	0.16	6.40	6.06	1.25	0.34	0.42	★★★

National Group Means are based on 79,049 records

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

### Institutional Summary

Items: In Sequential Order

#### Pulaski Technical College - SSI

#### National Community Colleges 2019-2022

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	23	Faculty are understanding of students' unique life circumstances.	6.47	6.19	1.36	0.28	6.43	5.79	1.52	0.64	0.40	★★★
★	24	Parking lots are well-lighted and secure.	6.57	6.42	1.24	0.15	6.39	5.95	1.40	0.44	0.47	★★★
	25	My academic advisor is concerned about my success as an individual.	6.42	5.86	1.78	0.56	6.37	5.71	1.66	0.66	0.15	
★	26	Library staff are helpful and approachable.	6.66	6.52	1.03	0.14	6.36	6.19	1.21	0.17	0.33	★★★
★	27	The campus staff are caring and helpful.	6.63	6.37	1.21	0.26	6.43	6.11	1.22	0.32	0.26	★★
	28	It is an enjoyable experience to be a student on this campus.	6.56	6.25	1.41	0.31	6.42	5.99	1.38	0.43	0.26	★★
★	29	Faculty are fair and unbiased in their treatment of individual students.	6.59	6.37	1.27	0.22	6.51	5.98	1.41	0.53	0.39	★★★
	30	The career services office provides students with the help they need to get a job.	6.56	6.14	1.46	0.42	6.38	5.91	1.41	0.47	0.23	
★	31	The campus is safe and secure for all students.	6.65	6.39	1.17	0.26	6.60	6.25	1.13	0.35	0.14	
🚩	32	My academic advisor is knowledgeable about my program requirements.	6.52	6.03	1.67	0.49	6.55	6.00	1.50	0.55	0.03	
	33	Admissions counselors accurately portray the campus in their recruiting practices.	6.46	6.16	1.47	0.30	6.34	5.96	1.37	0.38	0.20	
★	34	Computers and/or Wi-Fi are adequate and accessible.	6.74	6.42	1.20	0.32	6.41	6.16	1.25	0.25	0.26	★★
	35	Policies and procedures regarding registration and course selection are clear and well-p...	6.58	6.14	1.50	0.44	6.46	5.96	1.36	0.50	0.18	
★	36	Students are made to feel welcome on this campus.	6.57	6.37	1.32	0.20	6.49	6.16	1.24	0.33	0.21	★
	37	Faculty take into consideration student differences as they teach a course.	6.39	6.11	1.52	0.28	6.37	5.73	1.50	0.64	0.38	★★★
	38	The student center is a comfortable place for students to spend their leisure time.	6.43	6.24	1.34	0.19	6.22	6.04	1.32	0.18	0.20	
★	39	The amount of student parking space on campus is adequate.	6.55	6.35	1.23	0.20	6.37	5.80	1.61	0.57	0.55	★★★
🚩	40	My academic advisor is knowledgeable about the transfer requirements of other schools.	6.60	6.05	1.62	0.55	6.46	5.89	1.54	0.57	0.16	
	41	Admissions staff are knowledgeable.	6.62	6.21	1.43	0.41	6.48	6.08	1.29	0.40	0.13	
	42	The equipment in the lab facilities is kept up to date.	6.59	6.22	1.38	0.37	6.43	6.01	1.32	0.42	0.21	★
	43	Class change (drop/add) policies are reasonable.	6.50	6.25	1.38	0.25	6.41	6.06	1.35	0.35	0.19	

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

National Group Means are based on 79,049 records



### Institutional Summary

Items: In Sequential Order

#### Pulaski Technical College - SSI

#### National Community Colleges 2019-2022

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	44	I generally know what's happening on campus.	6.29	6.09	1.38	0.20	5.98	5.63	1.56	0.35	0.46	★★★
	45	This institution has a good reputation within the community.	6.45	6.30	1.29	0.15	6.39	6.19	1.21	0.20	0.11	
	46	Faculty provide timely feedback about student progress in a course.	6.48	5.99	1.52	0.49	6.46	5.83	1.46	0.63	0.16	
	47	There are adequate services to help me decide upon a career.	6.51	5.97	1.56	0.54	6.39	5.89	1.42	0.50	0.08	
🚩	48	Counseling staff care about students as individuals.	6.65	6.16	1.55	0.49	6.45	6.00	1.40	0.45	0.16	
🚩	49	Admissions counselors respond to prospective students' unique needs and requests.	6.61	6.08	1.59	0.53	6.40	5.95	1.38	0.45	0.13	
★	50	Tutoring services are readily available.	6.65	6.44	1.16	0.21	6.44	6.15	1.29	0.29	0.29	★★
	51	There are convenient ways of paying my school bill.	6.49	6.12	1.53	0.37	6.47	6.07	1.35	0.40	0.05	
🚩	52	This school does whatever it can to help me reach my educational goals.	6.53	6.01	1.65	0.52	6.46	5.84	1.45	0.62	0.17	
	53	The assessment and course placement procedures are reasonable.	6.52	6.16	1.45	0.36	6.40	6.00	1.32	0.40	0.16	
	54	Faculty are interested in my academic problems.	6.39	6.01	1.65	0.38	6.33	5.74	1.52	0.59	0.27	★
	55	Academic support services adequately meet the needs of students.	6.54	6.11	1.52	0.43	6.41	5.96	1.36	0.45	0.15	
	56	The business office is open during hours which are convenient for most students.	6.54	6.16	1.56	0.38	6.36	5.96	1.36	0.40	0.20	
	57	Administrators are approachable to students.	6.54	6.23	1.37	0.31	6.37	5.93	1.41	0.44	0.30	★★
★	58	Nearly all of the faculty are knowledgeable in their fields.	6.61	6.26	1.38	0.35	6.57	6.15	1.22	0.42	0.11	
	59	New student orientation services help students adjust to college.	6.52	6.19	1.48	0.33	6.29	5.89	1.48	0.40	0.30	★
	60	Billing policies are reasonable.	6.55	6.07	1.61	0.48	6.41	5.97	1.37	0.44	0.10	
	61	Faculty are usually available after class and during office hours.	6.50	6.35	1.15	0.15	6.43	6.11	1.26	0.32	0.24	★★
	62	Bookstore staff are helpful.	6.57	6.24	1.49	0.33	6.34	6.07	1.36	0.27	0.17	
	63	I seldom get the "run-around" when seeking information on this campus.	6.51	5.93	1.74	0.58	6.27	5.67	1.61	0.60	0.26	★
	64	Nearly all classes deal with practical experiences and applications.	6.59	6.23	1.31	0.36	6.36	5.90	1.35	0.46	0.33	★★★
	65	Students are notified early in the term if they are doing poorly in a class.	6.46	5.66	1.91	0.80	6.36	5.58	1.71	0.78	0.08	

- ★ 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 79,049 records

### Institutional Summary

Items: In Sequential Order

#### Pulaski Technical College - SSI

#### National Community Colleges 2019-2022

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	66	Program requirements are clear and reasonable.	6.57	6.24	1.38	0.33	6.52	6.04	1.33	0.48	0.20	★
	67	Channels for expressing student complaints are readily available.	6.49	5.90	1.76	0.59	6.30	5.51	1.74	0.79	0.39	★★
★	68	On the whole, the campus is well-maintained.	6.60	6.28	1.30	0.32	6.48	6.31	1.10	0.17	-0.03	
★	69	There is a good variety of courses provided on this campus.	6.67	6.31	1.34	0.36	6.51	6.18	1.21	0.33	0.13	
★	70	I am able to experience intellectual growth here.	6.70	6.42	1.24	0.28	6.56	6.22	1.19	0.34	0.20	★
	71	Campus item: The quality of student activities is excellent on campus.	6.30	5.92	1.51	0.38						
	72	Campus item: Your experience during your first year was excellent.	6.51	6.03	1.56	0.48						
	73	Campus item: Student activities are scheduled during times when I am able to attend.	6.10	5.45	1.97	0.65						
	74	Campus item: Faculty Advisors and Full-Time Advisors help me stay motivated to comp...	6.39	5.97	1.66	0.42						
	75	Campus item: Career Services supports my individual needs by providing guidance indi...	6.54	6.09	1.56	0.45						
	76	Campus item: The campus does an excellent job making me aware of how I should con...	6.53	6.17	1.49	0.36						
	77	Campus item: The transition from Full-Time Advisor to Faculty Advisor, after the first se...	6.39	6.00	1.72	0.39						
🚩	78	Campus item: Refund and billing policies were clear and made sense to me.	6.54	5.92	1.67	0.62						
	79	Campus item: The campus cares about students when they face challenges in life that e...	6.51	5.96	1.71	0.55						
	80	Campus item: The campus does an excellent job connecting students with student orga...	6.36	5.80	1.82	0.56						
	81	Institution's commitment to part-time students?		6.11	1.51			6.07	1.31		0.04	
	82	Institution's commitment to evening students?		6.13	1.46			5.96	1.40		0.17	
	83	Institution's commitment to older, returning learners?		6.29	1.44			6.07	1.36		0.22	★
	84	Institution's commitment to under-represented populations?		6.27	1.38			6.05	1.33		0.22	★
	85	Institution's commitment to commuters?		6.36	1.23			5.97	1.38		0.39	★★★
	86	Institution's commitment to students with disabilities?		6.33	1.42			6.15	1.30		0.18	
	87	Cost as factor in decision to enroll.	6.49				6.39					

- ★ 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 79,049 records

### Institutional Summary

Items: In Sequential Order

#### Pulaski Technical College - SSI

#### National Community Colleges 2019-2022

Scale

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	88	Financial aid as factor in decision to enroll.	6.40				6.29					
	89	Academic reputation as factor in decision to enroll.	6.22				6.11					
	90	Size of institution as factor in decision to enroll.	5.98				5.46					
	91	Opportunity to play sports as factor in decision to enroll.	4.37				4.22					
	92	Recommendations from family/friends as factor in decision to enroll.	5.52				5.34					
	93	Geographic setting as factor in decision to enroll.	6.01				5.85					
	94	Campus appearance as factor in decision to enroll.	5.83				5.50					
	95	Personalized attention prior to enrollment as factor in decision to enroll.	5.96				5.72					

- ★ 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 79,049 records

## Institutional Summary

### Item Percentages

This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey; 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied."

#### Pulaski Technical College - SSI

#### National Community Colleges 2019-2022

No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
1	Most students feel a sense of belonging here.	79%	70%	9%	75%	66%	9%	4%
2	Faculty care about me as an individual.	84%	75%	9%	81%	67%	14%	8%
3	The quality of instruction in the vocational/technical programs is excellent.	88%	76%	12%	84%	67%	17%	9%
4	Security staff are helpful.	86%	80%	6%	78%	70%	8%	10%
5	The personnel involved in registration are helpful.	87%	74%	13%	85%	72%	13%	2%
6	My academic advisor is approachable.	86%	76%	10%	87%	74%	13%	2%
7	Adequate financial aid is available for most students.	89%	76%	13%	86%	68%	18%	8%
8	Classes are scheduled at times that are convenient for me.	89%	80%	9%	86%	69%	17%	11%
9	Internships or practical experiences are provided in my degree/certificate program.	83%	68%	15%	79%	62%	17%	6%
10	Child care facilities are available on campus.	73%	65%	8%	63%	50%	13%	15%
★	Security staff respond quickly in emergencies.	90%	80%	10%	86%	72%	14%	8%
12	My academic advisor helps me set goals to work toward.	82%	70%	12%	81%	66%	15%	4%
13	Financial aid awards are announced to students in time to be helpful in college planning.	87%	69%	18%	85%	65%	20%	4%
★	Library resources and services are adequate.	88%	85%	3%	85%	77%	8%	8%
15	I am able to register for classes I need with few conflicts.	90%	76%	14%	88%	72%	16%	4%
16	The college shows concern for students as individuals.	85%	74%	11%	83%	64%	19%	10%
17	Personnel in the Veterans' Services program are helpful.	85%	78%	7%	75%	64%	11%	14%
🚩	The quality of instruction I receive in most of my classes is excellent.	90%	75%	15%	90%	68%	22%	7%
19	This campus provides effective support services for single parents.	85%	77%	8%	76%	64%	12%	13%
20	Financial aid counselors are helpful.	88%	75%	13%	86%	68%	18%	7%
★	There are a sufficient number of study areas on campus.	89%	84%	5%	82%	76%	6%	8%
★	People on this campus respect and are supportive of each other.	92%	87%	5%	85%	75%	10%	12%

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## Institutional Summary

### Item Percentages

This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied."

#### Pulaski Technical College - SSI

#### National Community Colleges 2019-2022

No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
23	Faculty are understanding of students' unique life circumstances.	85%	79%	6%	86%	68%	18%	11%
★ 24	Parking lots are well-lighted and secure.	90%	85%	5%	84%	72%	12%	13%
25	My academic advisor is concerned about my success as an individual.	84%	71%	13%	84%	66%	18%	5%
★ 26	Library staff are helpful and approachable.	91%	88%	3%	83%	79%	4%	9%
★ 27	The campus staff are caring and helpful.	91%	85%	6%	86%	76%	10%	9%
28	It is an enjoyable experience to be a student on this campus.	90%	82%	8%	85%	73%	12%	9%
★ 29	Faculty are fair and unbiased in their treatment of individual students.	90%	84%	6%	88%	74%	14%	10%
30	The career services office provides students with the help they need to get a job.	89%	78%	11%	84%	70%	14%	8%
★ 31	The campus is safe and secure for all students.	92%	85%	7%	90%	81%	9%	4%
🚩 32	My academic advisor is knowledgeable about my program requirements.	88%	79%	9%	90%	75%	15%	4%
33	Admissions counselors accurately portray the campus in their recruiting practices.	86%	77%	9%	83%	72%	11%	5%
★ 34	Computers and/or Wi-Fi are adequate and accessible.	94%	86%	8%	85%	78%	7%	8%
35	Policies and procedures regarding registration and course selection are clear and well-p...	91%	77%	14%	87%	72%	15%	5%
★ 36	Students are made to feel welcome on this campus.	89%	82%	7%	88%	78%	10%	4%
37	Faculty take into consideration student differences as they teach a course.	83%	75%	8%	84%	65%	19%	10%
38	The student center is a comfortable place for students to spend their leisure time.	84%	81%	3%	79%	74%	5%	7%
★ 39	The amount of student parking space on campus is adequate.	90%	82%	8%	84%	69%	15%	13%
🚩 40	My academic advisor is knowledgeable about the transfer requirements of other schools.	90%	77%	13%	87%	71%	16%	6%
41	Admissions staff are knowledgeable.	91%	81%	10%	87%	76%	11%	5%
42	The equipment in the lab facilities is kept up to date.	90%	80%	10%	86%	74%	12%	6%
43	Class change (drop/add) policies are reasonable.	84%	81%	3%	85%	76%	9%	5%

National Group Means are based on 79,049 records

## Institutional Summary

### Item Percentages

This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied."

#### Pulaski Technical College - SSI

#### National Community Colleges 2019-2022

No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
44	I generally know what's happening on campus.	78%	76%	2%	71%	62%	9%	14%
45	This institution has a good reputation within the community.	86%	81%	5%	84%	79%	5%	2%
46	Faculty provide timely feedback about student progress in a course.	88%	76%	12%	87%	68%	19%	8%
47	There are adequate services to help me decide upon a career.	86%	71%	15%	85%	70%	15%	1%
48	Counseling staff care about students as individuals.	91%	79%	12%	86%	73%	13%	6%
49	Admissions counselors respond to prospective students' unique needs and requests.	90%	78%	12%	85%	72%	13%	6%
50	Tutoring services are readily available.	92%	87%	5%	86%	78%	8%	9%
51	There are convenient ways of paying my school bill.	86%	77%	9%	87%	75%	12%	2%
52	This school does whatever it can to help me reach my educational goals.	89%	76%	13%	87%	69%	18%	7%
53	The assessment and course placement procedures are reasonable.	88%	80%	8%	85%	73%	12%	7%
54	Faculty are interested in my academic problems.	86%	76%	10%	83%	66%	17%	10%
55	Academic support services adequately meet the needs of students.	88%	75%	13%	86%	72%	14%	3%
56	The business office is open during hours which are convenient for most students.	89%	81%	8%	83%	72%	11%	9%
57	Administrators are approachable to students.	88%	80%	8%	84%	71%	13%	9%
58	Nearly all of the faculty are knowledgeable in their fields.	90%	82%	8%	90%	78%	12%	4%
59	New student orientation services help students adjust to college.	87%	78%	9%	82%	70%	12%	8%
60	Billing policies are reasonable.	89%	76%	13%	85%	72%	13%	4%
61	Faculty are usually available after class and during office hours.	88%	83%	5%	86%	77%	9%	6%
62	Bookstore staff are helpful.	89%	83%	6%	82%	76%	6%	7%
63	I seldom get the "run-around" when seeking information on this campus.	88%	73%	15%	82%	65%	17%	8%
64	Nearly all classes deal with practical experiences and applications.	88%	80%	8%	84%	70%	14%	10%
65	Students are notified early in the term if they are doing poorly in a class.	87%	68%	19%	84%	63%	21%	5%

National Group Means are based on 79,049 records

## Institutional Summary

### Item Percentages

This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey; 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied."

#### Pulaski Technical College - SSI

#### National Community Colleges 2019-2022

No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
66	Program requirements are clear and reasonable.	89%	79%	10%	89%	75%	14%	4%
67	Channels for expressing student complaints are readily available.	88%	71%	17%	82%	61%	21%	10%
★ 68	On the whole, the campus is well-maintained.	90%	82%	8%	87%	83%	4%	-1%
★ 69	There is a good variety of courses provided on this campus.	91%	81%	10%	89%	79%	10%	2%
★ 70	I am able to experience intellectual growth here.	92%	86%	6%	90%	80%	10%	6%
71	Campus item: The quality of student activities is excellent on campus.	79%	69%	10%				
72	Campus item: Your experience during your first year was excellent.	88%	75%	13%				
73	Campus item: Student activities are scheduled during times when I am able to attend.	75%	61%	14%				
74	Campus item: Faculty Advisors and Full-Time Advisors help me stay motivated to com...	84%	74%	10%				
75	Campus item: Career Services supports my individual needs by providing guidance indi...	87%	76%	11%				
76	Campus item: The campus does an excellent job making me aware of how I should co...	87%	78%	9%				
77	Campus item: The transition from Full-Time Advisor to Faculty Advisor, after the first se...	83%	74%	9%				
🚩 78	Campus item: Refund and billing policies were clear and made sense to me.	89%	71%	18%				
79	Campus item: The campus cares about students when they face challenges in life that ...	89%	75%	14%				
80	Campus item: The campus does an excellent job connecting students with student org...	83%	69%	14%				
81	Institution's commitment to part-time students?		77%			75%		2%
82	Institution's commitment to evening students?		77%			73%		4%
83	Institution's commitment to older, returning learners?		82%			76%		6%
84	Institution's commitment to under-represented populations?		81%			75%		6%
85	Institution's commitment to commuters?		83%			73%		10%
86	Institution's commitment to students with disabilities?		83%			78%		5%
87	Cost as factor in decision to enroll.	89%			85%			

National Group Means are based on 79,049 records



## Institutional Summary

### Item Percentages

This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey; 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied."

#### Pulaski Technical College - SSI

#### National Community Colleges 2019-2022

No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
88	Financial aid as factor in decision to enroll.	86%			82%			
89	Academic reputation as factor in decision to enroll.	78%			76%			
90	Size of institution as factor in decision to enroll.	70%			59%			
91	Opportunity to play sports as factor in decision to enroll.	44%			40%			
92	Recommendations from family/friends as factor in decision to enroll.	64%			58%			
93	Geographic setting as factor in decision to enroll.	73%			70%			
94	Campus appearance as factor in decision to enroll.	71%			60%			
95	Personalized attention prior to enrollment as factor in decision to enroll.	72%			66%			

National Group Means are based on 79,049 records



## Institutional Summary

### Summary Items

Pulaski Technical College - SSI      National Community Colleges  
2019-2022

Summary	Institution	National Norms	Difference	SS
<b>So far, how has your college experience met your expectations?</b>	<b>5.32</b>	<b>5.09</b>	<b>0.23</b>	<b>★</b>
1= Much worse than I expected	3%	1%		
2= Quite a bit worse than I expected	1%	1%		
3= Worse than I expected	6%	5%		
4= About what I expected	18%	27%		
5= Better than I expected	17%	24%		
6= Quite a bit better than I expected	17%	15%		
7= Much better than I expected	33%	23%		
<b>Rate your overall satisfaction with your experience here thus far.</b>	<b>5.78</b>	<b>5.69</b>	<b>0.09</b>	
1= Not satisfied at all	1%	1%		
2= Not very satisfied	3%	2%		
3= Somewhat dissatisfied	2%	4%		
4= Neutral	10%	9%		
5= Somewhat satisfied	9%	13%		
6= Satisfied	31%	38%		
7= Very satisfied	40%	30%		
<b>All in all, if you had it to do over again, would you enroll here?</b>	<b>6.12</b>	<b>6.02</b>	<b>0.10</b>	
1= Definitely not	2%	1%		
2= Probably not	2%	2%		
3= Maybe not	3%	2%		
4= I don't know	4%	6%		
5= Maybe yes	6%	8%		
6= Probably yes	20%	28%		
7= Definitely yes	60%	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 79,049 records