

Demographics

Gender

| Demographics Responses | N | % |
|-------------------------------------|-----|---------|
| Gender | | |
| Female | 139 | 78.09% |
| Male | 33 | 18.54% |
| Prefer not to respond | 1 | 0.56% |
| Transgender | 2 | 1.12% |
| Genderqueer | 2 | 1.12% |
| Additional gender category or Other | 1 | 0.56% |
| Total | 178 | 100.00% |
| No Answer | 8 | |

Age

| Demographics Responses | N | % |
|------------------------|-----|---------|
| Age | | |
| 18 and under | 13 | 7.26% |
| 19 to 24 | 88 | 49.16% |
| 25 to 34 | 35 | 19.55% |
| 35 to 44 | 26 | 14.53% |
| 45 and over | 17 | 9.50% |
| Total | 179 | 100.00% |
| No Answer | 7 | |

Class Level

| Demographics Responses | N | % |
|------------------------|-----|---------|
| Class Level | | |
| 1 year or less | 83 | 45.60% |
| 2 years | 78 | 42.86% |
| 3 years | 13 | 7.14% |
| 4 or more years | 8 | 4.40% |
| Total | 182 | 100.00% |
| No Answer | 4 | |

Current GPA

| Demographics Responses | N | % |
|------------------------|-----|---------|
| Current GPA | | |
| No credits earned | 15 | 8.24% |
| 1.99 or below | 10 | 5.49% |
| 2.0 - 2.49 | 12 | 6.59% |
| 2.5 - 2.99 | 13 | 7.14% |
| 3.0 - 3.49 | 49 | 26.92% |
| 3.5 or above | 83 | 45.60% |
| Total | 182 | 100.00% |
| No Answer | 4 | |

Demographics

Ethnicity/Race

| Demographics Responses | N | % |
|-----------------------------------|-----|---------|
| Ethnicity/Race | | |
| Black/African-American | 81 | 44.51% |
| American Indian or Alaskan Native | 1 | 0.55% |
| Asian or Pacific Islander | 7 | 3.85% |
| Caucasian/White | 59 | 32.42% |
| Hispanic | 21 | 11.54% |
| Other race | 1 | 0.55% |
| Race - Prefer not to respond | 5 | 2.75% |
| Multi-racial | 7 | 3.85% |
| Total | 182 | 100.00% |
| No Answer | 4 | |

Educational Goal

| Demographics Responses | N | % |
|-----------------------------------|-----|---------|
| Educational Goal | | |
| Associate degree | 79 | 43.89% |
| Vocational/technical program | 8 | 4.44% |
| Transfer to another institution | 64 | 35.56% |
| Certification (initial / renewal) | 8 | 4.44% |
| Self-improvement/pleasure | 3 | 1.67% |
| Job-related training | 2 | 1.11% |
| Other educational goal | 16 | 8.89% |
| Total | 180 | 100.00% |
| No Answer | 6 | |

Current Enrollment Status

| Demographics Responses | N | % |
|----------------------------------|-----|---------|
| Current Enrollment Status | | |
| Day | 159 | 88.33% |
| Evening | 19 | 10.56% |
| Weekend | 2 | 1.11% |
| Total | 180 | 100.00% |
| No Answer | 6 | |

Employment

| Demographics Responses | N | % |
|------------------------|-----|---------|
| Employment | | |
| Full-time off campus | 74 | 41.34% |
| Part-time off campus | 35 | 19.55% |
| Full-time on campus | 6 | 3.35% |
| Part-time on campus | 9 | 5.03% |
| Not employed | 55 | 30.73% |
| Total | 179 | 100.00% |
| No Answer | 7 | |

Demographics

Current Class Load

| Demographics Responses | N | % |
|---------------------------|-----|---------|
| Current Class Load | | |
| Full-time | 132 | 72.13% |
| Part-time | 51 | 27.87% |
| Total | 183 | 100.00% |
| No Answer | 3 | |

Residence Classification

| Demographics Responses | N | % |
|----------------------------------|-----|---------|
| Residence Classification | | |
| In-state | 173 | 96.11% |
| Out-of-state | 2 | 1.11% |
| International (not U.S. citizen) | 5 | 2.78% |
| Total | 180 | 100.00% |
| No Answer | 6 | |

Institution Was My...

| Demographics Responses | N | % |
|---------------------------|-----|---------|
| Institution Was My | | |
| 1st choice | 144 | 77.84% |
| 2nd choice | 24 | 12.97% |
| 3rd choice or lower | 17 | 9.19% |
| Total | 185 | 100.00% |
| No Answer | 1 | |

Current Residence

| Demographics Responses | N | % |
|-----------------------------|-----|---------|
| Current Residence | | |
| Residence hall | 0 | 0.00% |
| Own house | 52 | 28.89% |
| Rent room or apt off campus | 34 | 18.89% |
| Parent's home | 76 | 42.22% |
| Other residence | 18 | 10.00% |
| Total | 180 | 100.00% |
| No Answer | 6 | |

Disabilities

| Demographics Responses | N | % |
|------------------------|-----|---------|
| Disabilities | | |
| Yes - Disability | 34 | 18.89% |
| No - Disability | 146 | 81.11% |
| Total | 180 | 100.00% |
| No Answer | 6 | |

Strategic Planning Overview

Strengths and Challenges













Strengths

| | No | Item | vs. Comparison | Imp Rank |
|---|----|---|----------------|----------|
| ★ | 73 | Campus item: My instructor was willing to help me when I requested it. | | 1 |
| ★ | 34 | Computers and/or Wi-Fi are adequate and accessible. | ▲ | 2 |
| ★ | 31 | The campus is safe and secure for all students. | | 3 |
| ★ | 70 | I am able to experience intellectual growth here. | ▲ | 4 |
| ★ | 75 | Campus item: I find the Online components, such as Blackboard, of my courses are easy to use. | | 4 |
| ★ | 36 | Students are made to feel welcome on this campus. | ▲ | 9 |
| ★ | 74 | Campus item: I am given plenty of notice about upcoming exams so that I can study for them. | | 10 |
| ★ | 29 | Faculty are fair and unbiased in their treatment of individual students. | ▲ | 14 |
| ★ | 80 | Campus item: It would be beneficial to me to enroll each semester until I complete my degree. | | 14 |
| ★ | 8 | Classes are scheduled at times that are convenient for me. | ▲ | 17 |
| ★ | 14 | Library resources and services are adequate. | ▲ | 17 |
| ★ | 58 | Nearly all of the faculty are knowledgeable in their fields. | ▲ | 17 |
| ★ | 50 | Tutoring services are readily available. | ▲ | 24 |
| ★ | 69 | There is a good variety of courses provided on this campus. | ▲ | 27 |
| ★ | 24 | Parking lots are well-lighted and secure. | ▲ | 31 |
| ★ | 11 | Security staff respond quickly in emergencies. | ▲ | 34 |
| ★ | 59 | New student orientation services help students adjust to college. | ▲ | 34 |

Strategic Planning Overview

Strengths and Challenges

Challenges

| | No | Item | vs. Comparison | Imp Rank |
|---|----|---|----------------|----------|
|  | 7 | Adequate financial aid is available for most students. | ▲ | 4 |
|  | 18 | The quality of instruction I receive in most of my classes is excellent. | ▲ | 4 |
|  | 20 | Financial aid counselors are helpful. | | 10 |
|  | 23 | Faculty are understanding of students' unique life circumstances. | ▲ | 10 |
|  | 32 | My academic advisor is knowledgeable about my program requirements. | | 17 |
|  | 55 | Academic support services adequately meet the needs of students. | | 17 |
|  | 71 | Campus item: I was given an adequate amount of time to complete homework assignments. | | 17 |
|  | 40 | My academic advisor is knowledgeable about the transfer requirements of other schools. | | 25 |
|  | 16 | The college shows concern for students as individuals. | ▲ | 27 |
|  | 37 | Faculty take into consideration student differences as they teach a course. | ▲ | 29 |
|  | 46 | Faculty provide timely feedback about student progress in a course. | | 29 |
|  | 13 | Financial aid awards are announced to students in time to be helpful in college planning. | ▲ | 31 |

Institutional Summary

Scales: In Order of Importance

University of Arkansas - Pulaski Technical College - SSI

National Community Colleges 2021-2024

| Scale | ① | | | | ① | | | | | |
|---------------------------------------|------------|--------------|------|------|------------|--------------|------|------|------------|-----|
| | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
| Admissions and Financial Aid | 6.64 | 6.18 | 1.18 | 0.46 | 6.44 | 5.98 | 1.21 | 0.46 | 0.20 | ★ |
| Registration Effectiveness | 6.61 | 6.29 | 1.00 | 0.32 | 6.45 | 6.04 | 1.04 | 0.41 | 0.25 | ★★ |
| Safety and Security | 6.61 | 6.40 | 0.87 | 0.21 | 6.45 | 6.10 | 1.06 | 0.35 | 0.30 | ★★★ |
| Academic Services | 6.60 | 6.41 | 0.95 | 0.19 | 6.44 | 6.18 | 1.02 | 0.26 | 0.23 | ★★ |
| Instructional Effectiveness | 6.59 | 6.27 | 0.97 | 0.32 | 6.46 | 5.99 | 1.10 | 0.47 | 0.28 | ★★★ |
| Academic Advising/Counseling | 6.58 | 6.07 | 1.31 | 0.51 | 6.45 | 5.95 | 1.30 | 0.50 | 0.12 | |
| Student Centeredness | 6.57 | 6.30 | 1.10 | 0.27 | 6.38 | 6.02 | 1.15 | 0.36 | 0.28 | ★★★ |
| Concern for the Individual | 6.56 | 6.17 | 1.08 | 0.39 | 6.40 | 5.91 | 1.22 | 0.49 | 0.26 | ★★ |
| Campus Climate | 6.54 | 6.27 | 1.02 | 0.27 | 6.37 | 5.99 | 1.09 | 0.38 | 0.28 | ★★★ |
| Service Excellence | 6.52 | 6.22 | 1.04 | 0.30 | 6.35 | 5.99 | 1.09 | 0.36 | 0.23 | ★★ |
| Campus Support Services | 6.44 | 6.25 | 1.19 | 0.19 | 6.24 | 5.90 | 1.29 | 0.34 | 0.35 | ★★★ |
| Responsiveness to Diverse Populations | | 6.41 | 1.06 | | | 6.11 | 1.23 | | 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 86,680 records

Institutional Summary

Items: In Order of Importance

| University of Arkansas - Pulaski Technical College - SSI | | | | | | National Community Colleges 2021-2024 | | | | | | | |
|---|--|---|------------|--------------|------|--|------------|--------------|------|------|------------|-----|--|
| Scale <div>All</div> | | | | | | | | | | | | | |
| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS | |
| ★ | 73 | Campus item: My instructor was willing to help me when I requested it. | 6.75 | 6.49 | 0.98 | 0.26 | | | | | | | |
| ★ | 34 | Computers and/or Wi-Fi are adequate and accessible. | 6.72 | 6.54 | 1.06 | 0.18 | 6.50 | 6.16 | 1.29 | 0.34 | 0.38 | ★★★ | |
| ★ | 31 | The campus is safe and secure for all students. | 6.71 | 6.40 | 1.02 | 0.31 | 6.62 | 6.31 | 1.08 | 0.31 | 0.09 | | |
| 🚩 | 7 | Adequate financial aid is available for most students. | 6.70 | 6.16 | 1.57 | 0.54 | 6.45 | 5.88 | 1.50 | 0.57 | 0.28 | ★ | |
| | 15 | I am able to register for classes I need with few conflicts. | 6.70 | 6.33 | 1.15 | 0.37 | 6.51 | 5.97 | 1.40 | 0.54 | 0.36 | ★★★ | |
| 🚩 | 18 | The quality of instruction I receive in most of my classes is excellent. | 6.70 | 6.23 | 1.20 | 0.47 | 6.55 | 5.89 | 1.36 | 0.66 | 0.34 | ★★ | |
| ★ | 70 | I am able to experience intellectual growth here. | 6.70 | 6.49 | 1.07 | 0.21 | 6.58 | 6.28 | 1.15 | 0.30 | 0.21 | ★ | |
| ★ | 75 | Campus item: I find the Online components, such as Blackboard, of my courses are easy... | 6.70 | 6.47 | 1.08 | 0.23 | | | | | | | |
| ★ | 36 | Students are made to feel welcome on this campus. | 6.69 | 6.52 | 0.95 | 0.17 | 6.52 | 6.24 | 1.18 | 0.28 | 0.28 | ★★ | |
| 🚩 | 20 | Financial aid counselors are helpful. | 6.68 | 6.01 | 1.63 | 0.67 | 6.44 | 5.89 | 1.50 | 0.55 | 0.12 | | |
| 🚩 | 23 | Faculty are understanding of students' unique life circumstances. | 6.68 | 6.20 | 1.27 | 0.48 | 6.45 | 5.87 | 1.48 | 0.58 | 0.33 | ★★ | |
| | 41 | Admissions staff are knowledgeable. | 6.68 | 6.28 | 1.19 | 0.40 | 6.50 | 6.16 | 1.24 | 0.34 | 0.12 | | |
| ★ | 74 | Campus item: I am given plenty of notice about upcoming exams so that I can study for... | 6.68 | 6.51 | 0.93 | 0.17 | | | | | | | |
| ★ | 29 | Faculty are fair and unbiased in their treatment of individual students. | 6.67 | 6.45 | 1.00 | 0.22 | 6.53 | 6.07 | 1.35 | 0.46 | 0.38 | ★★★ | |
| | 72 | Campus item: I was provided the technology and resources I needed to complete my a... | 6.67 | 6.37 | 1.17 | 0.30 | | | | | | | |
| ★ | 80 | Campus item: It would be beneficial to me to enroll each semester until I complete my ... | 6.67 | 6.48 | 1.01 | 0.19 | | | | | | | |
| ★ | 8 | Classes are scheduled at times that are convenient for me. | 6.66 | 6.40 | 1.13 | 0.26 | 6.45 | 5.90 | 1.43 | 0.55 | 0.50 | ★★★ | |
| ★ | 14 | Library resources and services are adequate. | 6.66 | 6.49 | 1.07 | 0.17 | 6.44 | 6.23 | 1.17 | 0.21 | 0.26 | ★★ | |
| 🚩 | 32 | My academic advisor is knowledgeable about my program requirements. | 6.66 | 6.14 | 1.44 | 0.52 | 6.55 | 6.05 | 1.46 | 0.50 | 0.09 | | |
| | 35 | Policies and procedures regarding registration and course selection are clear and well-p... | 6.66 | 6.26 | 1.19 | 0.40 | 6.49 | 6.04 | 1.31 | 0.45 | 0.22 | ★ | |
| 🚩 | 55 | Academic support services adequately meet the needs of students | 6.66 | 6.22 | 1.29 | 0.44 | 6.45 | 6.04 | 1.32 | 0.41 | 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 86,680 records | | | | | | | | | | | | | |

Institutional Summary

Items: In Order of Importance

| University of Arkansas - Pulaski Technical College - SSI | | | | | | | National Community Colleges 2021-2024 | | | | | |
|---|----|---|------------|--------------|------|------|--|--------------|------|------|------------|-----|
| Scale <input type="text" value="All"/> | | | | | | | | | | | | |
| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
| 🚩 | 55 | Academic support services adequately meet the needs of students. | 6.66 | 6.22 | 1.29 | 0.44 | 6.45 | 6.04 | 1.32 | 0.41 | 0.18 | |
| ★ | 58 | Nearly all of the faculty are knowledgeable in their fields. | 6.66 | 6.49 | 0.89 | 0.17 | 6.58 | 6.21 | 1.18 | 0.37 | 0.28 | ★★ |
| 🚩 | 71 | Campus item: I was given an adequate amount of time to complete homework assignm... | 6.66 | 6.24 | 1.36 | 0.42 | | | | | | |
| ★ | 50 | Tutoring services are readily available. | 6.65 | 6.50 | 1.10 | 0.15 | 6.47 | 6.23 | 1.23 | 0.24 | 0.27 | ★★ |
| 🚩 | 40 | My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.64 | 6.06 | 1.49 | 0.58 | 6.48 | 5.98 | 1.48 | 0.50 | 0.08 | |
| | 57 | Administrators are approachable to students. | 6.64 | 6.26 | 1.32 | 0.38 | 6.39 | 6.01 | 1.37 | 0.38 | 0.25 | ★ |
| 🚩 | 16 | The college shows concern for students as individuals. | 6.63 | 6.17 | 1.32 | 0.46 | 6.35 | 5.79 | 1.49 | 0.56 | 0.38 | ★★★ |
| ★ | 69 | There is a good variety of courses provided on this campus. | 6.63 | 6.53 | 0.91 | 0.10 | 6.53 | 6.22 | 1.19 | 0.31 | 0.31 | ★★★ |
| 🚩 | 37 | Faculty take into consideration student differences as they teach a course. | 6.62 | 6.18 | 1.21 | 0.44 | 6.40 | 5.83 | 1.45 | 0.57 | 0.35 | ★★ |
| 🚩 | 46 | Faculty provide timely feedback about student progress in a course. | 6.62 | 6.05 | 1.41 | 0.57 | 6.48 | 5.91 | 1.40 | 0.57 | 0.14 | |
| 🚩 | 13 | Financial aid awards are announced to students in time to be helpful in college planning. | 6.61 | 6.08 | 1.50 | 0.53 | 6.41 | 5.80 | 1.53 | 0.61 | 0.28 | ★ |
| ★ | 24 | Parking lots are well-lighted and secure. | 6.61 | 6.50 | 0.98 | 0.11 | 6.41 | 6.06 | 1.33 | 0.35 | 0.44 | ★★★ |
| | 78 | Campus item: The tutoring services at the Learning Assistance Center were helpful to me. | 6.61 | 6.32 | 1.28 | 0.29 | | | | | | |
| ★ | 11 | Security staff respond quickly in emergencies. | 6.60 | 6.50 | 0.98 | 0.10 | 6.49 | 6.09 | 1.28 | 0.40 | 0.41 | ★★★ |
| | 27 | The campus staff are caring and helpful. | 6.60 | 6.29 | 1.28 | 0.31 | 6.46 | 6.20 | 1.16 | 0.26 | 0.09 | |
| | 53 | The assessment and course placement procedures are reasonable. | 6.60 | 6.32 | 1.12 | 0.28 | 6.42 | 6.07 | 1.28 | 0.35 | 0.25 | ★ |
| | 56 | The business office is open during hours which are convenient for most students. | 6.60 | 6.30 | 1.28 | 0.30 | 6.39 | 6.04 | 1.31 | 0.35 | 0.26 | ★ |
| ★ | 59 | New student orientation services help students adjust to college. | 6.60 | 6.53 | 0.97 | 0.07 | 6.34 | 5.99 | 1.42 | 0.35 | 0.54 | ★★★ |
| | 66 | Program requirements are clear and reasonable. | 6.60 | 6.24 | 1.33 | 0.36 | 6.54 | 6.09 | 1.30 | 0.45 | 0.15 | |
| | 33 | Admissions counselors accurately portray the campus in their recruiting practices. | 6.59 | 6.32 | 1.05 | 0.27 | 6.38 | 6.07 | 1.31 | 0.31 | 0.25 | ★ |
| | 39 | The amount of student parking space on campus is adequate. | 6.59 | 6.35 | 1.17 | 0.24 | 6.41 | 5.97 | 1.49 | 0.44 | 0.38 | ★★ |

★ 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 86,680 records

Institutional Summary

Items: In Order of Importance

| University of Arkansas - Pulaski Technical College - SSI | | | | | | National Community Colleges 2021-2024 | | | | | | |
|---|----|---|------------|--------------|------|--|------------|--------------|------|------|------------|-----|
| Scale <div>All</div> | | | | | | | | | | | | |
| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
| | 48 | Counseling staff care about students as individuals. | 6.59 | 6.19 | 1.30 | 0.40 | 6.48 | 6.10 | 1.34 | 0.38 | 0.09 | |
| | 49 | Admissions counselors respond to prospective students' unique needs and requests. | 6.59 | 6.26 | 1.22 | 0.33 | 6.43 | 6.05 | 1.32 | 0.38 | 0.21 | |
| | 52 | This school does whatever it can to help me reach my educational goals. | 6.59 | 6.21 | 1.36 | 0.38 | 6.47 | 5.92 | 1.41 | 0.55 | 0.29 | ★★ |
| | 60 | Billing policies are reasonable. | 6.59 | 6.24 | 1.37 | 0.35 | 6.43 | 6.04 | 1.32 | 0.39 | 0.20 | |
| | 43 | Class change (drop/add) policies are reasonable. | 6.58 | 6.31 | 1.34 | 0.27 | 6.44 | 6.13 | 1.30 | 0.31 | 0.18 | |
| | 65 | Students are notified early in the term if they are doing poorly in a class. | 6.58 | 6.08 | 1.47 | 0.50 | 6.37 | 5.68 | 1.66 | 0.69 | 0.40 | ★★ |
| | 76 | Campus item: My instructor taught me how to study for their exams. | 6.58 | 5.86 | 1.53 | 0.72 | | | | | | |
| | 51 | There are convenient ways of paying my school bill. | 6.57 | 6.28 | 1.43 | 0.29 | 6.48 | 6.13 | 1.31 | 0.35 | 0.15 | |
| | 61 | Faculty are usually available after class and during office hours. | 6.57 | 6.40 | 1.16 | 0.17 | 6.44 | 6.17 | 1.22 | 0.27 | 0.23 | ★ |
| | 5 | The personnel involved in registration are helpful. | 6.55 | 6.15 | 1.32 | 0.40 | 6.44 | 6.02 | 1.37 | 0.42 | 0.13 | |
| | 22 | People on this campus respect and are supportive of each other. | 6.55 | 6.31 | 1.08 | 0.24 | 6.43 | 6.14 | 1.20 | 0.29 | 0.17 | |
| | 25 | My academic advisor is concerned about my success as an individual. | 6.55 | 5.96 | 1.62 | 0.59 | 6.38 | 5.79 | 1.61 | 0.59 | 0.17 | |
| | 28 | It is an enjoyable experience to be a student on this campus. | 6.55 | 6.39 | 1.17 | 0.16 | 6.45 | 6.08 | 1.32 | 0.37 | 0.31 | ★★ |
| | 42 | The equipment in the lab facilities is kept up to date. | 6.55 | 6.26 | 1.21 | 0.29 | 6.46 | 6.08 | 1.29 | 0.38 | 0.18 | |
| | 6 | My academic advisor is approachable. | 6.54 | 6.14 | 1.50 | 0.40 | 6.48 | 6.05 | 1.46 | 0.43 | 0.09 | |
| | 45 | This institution has a good reputation within the community. | 6.54 | 6.44 | 0.96 | 0.10 | 6.41 | 6.26 | 1.16 | 0.15 | 0.18 | ★ |
| | 68 | On the whole, the campus is well-maintained. | 6.54 | 6.51 | 0.97 | 0.03 | 6.51 | 6.36 | 1.06 | 0.15 | 0.15 | |
| | 26 | Library staff are helpful and approachable. | 6.53 | 6.40 | 1.18 | 0.13 | 6.40 | 6.30 | 1.12 | 0.10 | 0.10 | |
| | 30 | The career services office provides students with the help they need to get a job. | 6.53 | 6.28 | 1.27 | 0.25 | 6.41 | 6.02 | 1.36 | 0.39 | 0.26 | |
| | 62 | Bookstore staff are helpful. | 6.53 | 6.35 | 1.26 | 0.18 | 6.36 | 6.14 | 1.31 | 0.22 | 0.21 | ★ |
| | 3 | The quality of instruction in the vocational/technical programs is excellent. | 6.52 | 6.13 | 1.22 | 0.39 | 6.40 | 5.87 | 1.33 | 0.53 | 0.26 | ★ |
| | 87 | Cost as factor in decision to enroll. | 6.52 | | | | 6.41 | | | | | |
| | 38 | The student center is a comfortable place for students to spend their leisure time. | 6.51 | 6.54 | 0.94 | -0.03 | 6.29 | 6.15 | 1.25 | 0.14 | 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 86,680 records

Institutional Summary

Items: In Order of Importance

Scale

All

University of Arkansas - Pulaski Technical College - SSI

National Community Colleges 2021-2024

| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
|-----|----|---|------------|--------------|------|------|------------|--------------|------|------|------------|-----|
| 47 | | There are adequate services to help me decide upon a career. | 6.51 | 6.14 | 1.38 | 0.37 | 6.41 | 5.97 | 1.37 | 0.44 | 0.17 | |
| 4 | | Security staff are helpful. | 6.50 | 6.27 | 1.24 | 0.23 | 6.27 | 6.01 | 1.35 | 0.26 | 0.26 | ★ |
| 12 | | My academic advisor helps me set goals to work toward. | 6.50 | 5.80 | 1.77 | 0.70 | 6.31 | 5.77 | 1.66 | 0.54 | 0.03 | |
| 88 | | Financial aid as factor in decision to enroll. | 6.48 | | | | 6.33 | | | | | |
| 54 | | Faculty are interested in my academic problems. | 6.47 | 6.07 | 1.41 | 0.40 | 6.35 | 5.83 | 1.49 | 0.52 | 0.24 | ★ |
| 67 | | Channels for expressing student complaints are readily available. | 6.46 | 6.19 | 1.42 | 0.27 | 6.33 | 5.62 | 1.70 | 0.71 | 0.57 | ★★★ |
| 9 | | Internships or practical experiences are provided in my degree/certificate program. | 6.45 | 5.96 | 1.47 | 0.49 | 6.25 | 5.70 | 1.58 | 0.55 | 0.26 | |
| 21 | | There are a sufficient number of study areas on campus. | 6.45 | 6.42 | 1.07 | 0.03 | 6.37 | 6.20 | 1.22 | 0.17 | 0.22 | ★ |
| 19 | | This campus provides effective support services for single parents. | 6.44 | 6.00 | 1.32 | 0.44 | 6.19 | 5.78 | 1.55 | 0.41 | 0.22 | |
| 64 | | Nearly all classes deal with practical experiences and applications. | 6.44 | 6.30 | 1.15 | 0.14 | 6.38 | 5.96 | 1.31 | 0.42 | 0.34 | ★★★ |
| 63 | | I seldom get the "run-around" when seeking information on this campus. | 6.42 | 5.85 | 1.77 | 0.57 | 6.30 | 5.78 | 1.56 | 0.52 | 0.07 | |
| 44 | | I generally know what's happening on campus. | 6.41 | 6.23 | 1.22 | 0.18 | 6.01 | 5.69 | 1.54 | 0.32 | 0.54 | ★★★ |
| 2 | | Faculty care about me as an individual. | 6.38 | 6.07 | 1.25 | 0.31 | 6.28 | 5.85 | 1.38 | 0.43 | 0.22 | ★ |
| 17 | | Personnel in the Veterans' Services program are helpful. | 6.36 | 6.28 | 1.26 | 0.08 | 6.15 | 5.89 | 1.44 | 0.26 | 0.39 | ★ |
| 1 | | Most students feel a sense of belonging here. | 6.31 | 6.16 | 1.17 | 0.15 | 6.15 | 5.85 | 1.31 | 0.30 | 0.31 | ★★ |
| 79 | | Campus item: It was easy to find a study group when preparing for tests or exams. | 6.25 | 5.68 | 1.98 | 0.57 | | | | | | |
| 89 | | Academic reputation as factor in decision to enroll. | 6.24 | | | | 6.13 | | | | | |
| 77 | | Campus item: I feel other students help me when I don't understand assignments. | 6.11 | 5.79 | 1.78 | 0.32 | | | | | | |
| 10 | | Child care facilities are available on campus. | 5.91 | 5.60 | 1.97 | 0.31 | 5.68 | 5.23 | 2.01 | 0.45 | 0.37 | |
| 93 | | Geographic setting as factor in decision to enroll. | 5.87 | | | | 5.94 | | | | | |
| 95 | | Personalized attention prior to enrollment as factor in decision to enroll. | 5.76 | | | | 5.76 | | | | | |
| 94 | | Campus appearance as factor in decision to enroll. | 5.65 | | | | 5.59 | | | | | |
| 90 | | Size of institution as factor in decision to enroll. | 5.64 | | | | 5.54 | | | | | |

★

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 86,680 records

Institutional Summary

Items: In Order of Importance

| | | University of Arkansas - Pulaski Technical College - SSI | | | | National Community Colleges 2021-2024 | | | | | | |
|--|--|--|------------|--------------|------|--|------------|--------------|------|-----|------------|----|
| Scale <div>All</div> | | | | | | | | | | | | |
| 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. | 5.47 | | | | 5.43 | | | | | |
| | 91 | Opportunity to play sports as factor in decision to enroll. | 4.23 | | | | 4.48 | | | | | |
| | 81 | Institution's commitment to part-time students? | | 6.39 | 1.22 | | | 6.13 | 1.26 | | 0.26 | ★ |
| | 82 | Institution's commitment to evening students? | | 6.32 | 1.26 | | | 6.02 | 1.37 | | 0.30 | ★ |
| | 83 | Institution's commitment to older, returning learners? | | 6.40 | 1.20 | | | 6.15 | 1.32 | | 0.25 | ★ |
| | 84 | Institution's commitment to under-represented populations? | | 6.46 | 1.01 | | | 6.12 | 1.29 | | 0.34 | ★★ |
| | 85 | Institution's commitment to commuters? | | 6.40 | 1.13 | | | 6.04 | 1.35 | | 0.36 | ★★ |
| | 86 | Institution's commitment to students with disabilities? | | 6.48 | 1.09 | | | 6.19 | 1.27 | | 0.29 | ★ |
| ★ | Difference statistically significant at the .05 level | | | | | | | | | | | |
| ★★ | Difference statistically significant at the .01 level | | | | | | | | | | | |
| ★★★ | Difference statistically significant at the .001 level | | | | | | | | | | | |
| National Group Means are based on 86,680 records | | | | | | | | | | | | |

Institutional Summary

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

University of Arkansas - Pulaski Technical College - SSI

National Community Colleges 2021-2024

Scale

| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
|-----|----|--|------------|--------------|------|------|------------|--------------|------|------|------------|----|
| | 6 | My academic advisor is approachable. | 6.54 | 6.14 | 1.50 | 0.40 | 6.48 | 6.05 | 1.46 | 0.43 | 0.09 | |
| | 12 | My academic advisor helps me set goals to work toward. | 6.50 | 5.80 | 1.77 | 0.70 | 6.31 | 5.77 | 1.66 | 0.54 | 0.03 | |
| | 25 | My academic advisor is concerned about my success as an individual. | 6.55 | 5.96 | 1.62 | 0.59 | 6.38 | 5.79 | 1.61 | 0.59 | 0.17 | |
| | 32 | My academic advisor is knowledgeable about my program requirements. | 6.66 | 6.14 | 1.44 | 0.52 | 6.55 | 6.05 | 1.46 | 0.50 | 0.09 | |
| | 40 | My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.64 | 6.06 | 1.49 | 0.58 | 6.48 | 5.98 | 1.48 | 0.50 | 0.08 | |
| | 48 | Counseling staff care about students as individuals. | 6.59 | 6.19 | 1.30 | 0.40 | 6.48 | 6.10 | 1.34 | 0.38 | 0.09 | |
| | 52 | This school does whatever it can to help me reach my educational goals. | 6.59 | 6.21 | 1.36 | 0.38 | 6.47 | 5.92 | 1.41 | 0.55 | 0.29 | ★★ |

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

National Group Means are based on 86,680 records

Institutional Summary

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

Scale
Academic Services

University of Arkansas - Pulaski Technical College - SSI

National Community Colleges 2021-2024

| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
|-----|----|--|------------|--------------|------|------|------------|--------------|------|------|------------|-----|
| ★ | 14 | Library resources and services are adequate. | 6.66 | 6.49 | 1.07 | 0.17 | 6.44 | 6.23 | 1.17 | 0.21 | 0.26 | ★★ |
| | 21 | There are a sufficient number of study areas on campus. | 6.45 | 6.42 | 1.07 | 0.03 | 6.37 | 6.20 | 1.22 | 0.17 | 0.22 | ★ |
| | 26 | Library staff are helpful and approachable. | 6.53 | 6.40 | 1.18 | 0.13 | 6.40 | 6.30 | 1.12 | 0.10 | 0.10 | |
| ★ | 34 | Computers and/or Wi-Fi are adequate and accessible. | 6.72 | 6.54 | 1.06 | 0.18 | 6.50 | 6.16 | 1.29 | 0.34 | 0.38 | ★★★ |
| | 42 | The equipment in the lab facilities is kept up to date. | 6.55 | 6.26 | 1.21 | 0.29 | 6.46 | 6.08 | 1.29 | 0.38 | 0.18 | |
| ★ | 50 | Tutoring services are readily available. | 6.65 | 6.50 | 1.10 | 0.15 | 6.47 | 6.23 | 1.23 | 0.24 | 0.27 | ★★ |
| 🚩 | 55 | Academic support services adequately meet the needs of students. | 6.66 | 6.22 | 1.29 | 0.44 | 6.45 | 6.04 | 1.32 | 0.41 | 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 86,680 records

Institutional Summary

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

Scale

University of Arkansas - Pulaski Technical College - SSI

National Community Colleges 2021-2024

| 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 | 6.16 | 1.57 | 0.54 | 6.45 | 5.88 | 1.50 | 0.57 | 0.28 | ★ |
| 13 | | Financial aid awards are announced to students in time to be helpful in college planning. | 6.61 | 6.08 | 1.50 | 0.53 | 6.41 | 5.80 | 1.53 | 0.61 | 0.28 | ★ |
| 20 | | Financial aid counselors are helpful. | 6.68 | 6.01 | 1.63 | 0.67 | 6.44 | 5.89 | 1.50 | 0.55 | 0.12 | |
| 33 | | Admissions counselors accurately portray the campus in their recruiting practices. | 6.59 | 6.32 | 1.05 | 0.27 | 6.38 | 6.07 | 1.31 | 0.31 | 0.25 | ★ |
| 41 | | Admissions staff are knowledgeable. | 6.68 | 6.28 | 1.19 | 0.40 | 6.50 | 6.16 | 1.24 | 0.34 | 0.12 | |
| 49 | | Admissions counselors respond to prospective students' unique needs and requests. | 6.59 | 6.26 | 1.22 | 0.33 | 6.43 | 6.05 | 1.32 | 0.38 | 0.21 | |

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

National Group Means are based on 86,680 records

Institutional Summary

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

University of Arkansas - Pulaski Technical College - SSI

National Community Colleges 2021-2024

Scale

| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
|-----|----|---|------------|--------------|------|------|------------|--------------|------|------|------------|-----|
| | 1 | Most students feel a sense of belonging here. | 6.31 | 6.16 | 1.17 | 0.15 | 6.15 | 5.85 | 1.31 | 0.30 | 0.31 | ★★ |
| | 2 | Faculty care about me as an individual. | 6.38 | 6.07 | 1.25 | 0.31 | 6.28 | 5.85 | 1.38 | 0.43 | 0.22 | ★ |
| 🚩 | 16 | The college shows concern for students as individuals. | 6.63 | 6.17 | 1.32 | 0.46 | 6.35 | 5.79 | 1.49 | 0.56 | 0.38 | ★★★ |
| | 22 | People on this campus respect and are supportive of each other. | 6.55 | 6.31 | 1.08 | 0.24 | 6.43 | 6.14 | 1.20 | 0.29 | 0.17 | |
| | 27 | The campus staff are caring and helpful. | 6.60 | 6.29 | 1.28 | 0.31 | 6.46 | 6.20 | 1.16 | 0.26 | 0.09 | |
| | 28 | It is an enjoyable experience to be a student on this campus. | 6.55 | 6.39 | 1.17 | 0.16 | 6.45 | 6.08 | 1.32 | 0.37 | 0.31 | ★★ |
| ★ | 31 | The campus is safe and secure for all students. | 6.71 | 6.40 | 1.02 | 0.31 | 6.62 | 6.31 | 1.08 | 0.31 | 0.09 | |
| ★ | 36 | Students are made to feel welcome on this campus. | 6.69 | 6.52 | 0.95 | 0.17 | 6.52 | 6.24 | 1.18 | 0.28 | 0.28 | ★★ |
| | 44 | I generally know what's happening on campus. | 6.41 | 6.23 | 1.22 | 0.18 | 6.01 | 5.69 | 1.54 | 0.32 | 0.54 | ★★★ |
| | 45 | This institution has a good reputation within the community. | 6.54 | 6.44 | 0.96 | 0.10 | 6.41 | 6.26 | 1.16 | 0.15 | 0.18 | ★ |
| | 52 | This school does whatever it can to help me reach my educational goals. | 6.59 | 6.21 | 1.36 | 0.38 | 6.47 | 5.92 | 1.41 | 0.55 | 0.29 | ★★ |
| | 57 | Administrators are approachable to students. | 6.64 | 6.26 | 1.32 | 0.38 | 6.39 | 6.01 | 1.37 | 0.38 | 0.25 | ★ |
| ★ | 59 | New student orientation services help students adjust to college. | 6.60 | 6.53 | 0.97 | 0.07 | 6.34 | 5.99 | 1.42 | 0.35 | 0.54 | ★★★ |
| | 63 | I seldom get the "run-around" when seeking information on this campus. | 6.42 | 5.85 | 1.77 | 0.57 | 6.30 | 5.78 | 1.56 | 0.52 | 0.07 | |
| | 67 | Channels for expressing student complaints are readily available. | 6.46 | 6.19 | 1.42 | 0.27 | 6.33 | 5.62 | 1.70 | 0.71 | 0.57 | ★★★ |

- ★ 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 86,680 records

Institutional Summary

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

University of Arkansas - Pulaski Technical College - SSI

National Community Colleges 2021-2024

Scale

| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
|-----|----|---|------------|--------------|------|-------|------------|--------------|------|------|------------|-----|
| | 10 | Child care facilities are available on campus. | 5.91 | 5.60 | 1.97 | 0.31 | 5.68 | 5.23 | 2.01 | 0.45 | 0.37 | |
| | 17 | Personnel in the Veterans' Services program are helpful. | 6.36 | 6.28 | 1.26 | 0.08 | 6.15 | 5.89 | 1.44 | 0.26 | 0.39 | ★ |
| | 19 | This campus provides effective support services for single parents. | 6.44 | 6.00 | 1.32 | 0.44 | 6.19 | 5.78 | 1.55 | 0.41 | 0.22 | |
| | 30 | The career services office provides students with the help they need to get a job. | 6.53 | 6.28 | 1.27 | 0.25 | 6.41 | 6.02 | 1.36 | 0.39 | 0.26 | |
| | 38 | The student center is a comfortable place for students to spend their leisure time. | 6.51 | 6.54 | 0.94 | -0.03 | 6.29 | 6.15 | 1.25 | 0.14 | 0.39 | ★★★ |
| | 47 | There are adequate services to help me decide upon a career. | 6.51 | 6.14 | 1.38 | 0.37 | 6.41 | 5.97 | 1.37 | 0.44 | 0.17 | |
| ★ | 59 | New student orientation services help students adjust to college. | 6.60 | 6.53 | 0.97 | 0.07 | 6.34 | 5.99 | 1.42 | 0.35 | 0.54 | ★★★ |

- ★ 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 86,680 records

Institutional Summary

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

University of Arkansas - Pulaski Technical College - SSI

National Community Colleges 2021-2024

Scale

| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
|-----|----|--|------------|--------------|------|------|------------|--------------|------|------|------------|-----|
| | 2 | Faculty care about me as an individual. | 6.38 | 6.07 | 1.25 | 0.31 | 6.28 | 5.85 | 1.38 | 0.43 | 0.22 | ★ |
| | 16 | The college shows concern for students as individuals. | 6.63 | 6.17 | 1.32 | 0.46 | 6.35 | 5.79 | 1.49 | 0.56 | 0.38 | ★★★ |
| | 25 | My academic advisor is concerned about my success as an individual. | 6.55 | 5.96 | 1.62 | 0.59 | 6.38 | 5.79 | 1.61 | 0.59 | 0.17 | |
| | 29 | Faculty are fair and unbiased in their treatment of individual students. | 6.67 | 6.45 | 1.00 | 0.22 | 6.53 | 6.07 | 1.35 | 0.46 | 0.38 | ★★★ |
| | 48 | Counseling staff care about students as individuals. | 6.59 | 6.19 | 1.30 | 0.40 | 6.48 | 6.10 | 1.34 | 0.38 | 0.09 | |

- ★ 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 86,680 records

Institutional Summary

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

University of Arkansas - Pulaski Technical College - SSI

National Community Colleges 2021-2024

Scale

| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
|-----|----|--|------------|--------------|------|------|------------|--------------|------|------|------------|-----|
| | 2 | Faculty care about me as an individual. | 6.38 | 6.07 | 1.25 | 0.31 | 6.28 | 5.85 | 1.38 | 0.43 | 0.22 | ★ |
| 🚩 | 18 | The quality of instruction I receive in most of my classes is excellent. | 6.70 | 6.23 | 1.20 | 0.47 | 6.55 | 5.89 | 1.36 | 0.66 | 0.34 | ★★ |
| 🚩 | 23 | Faculty are understanding of students' unique life circumstances. | 6.68 | 6.20 | 1.27 | 0.48 | 6.45 | 5.87 | 1.48 | 0.58 | 0.33 | ★★ |
| ★ | 29 | Faculty are fair and unbiased in their treatment of individual students. | 6.67 | 6.45 | 1.00 | 0.22 | 6.53 | 6.07 | 1.35 | 0.46 | 0.38 | ★★★ |
| 🚩 | 37 | Faculty take into consideration student differences as they teach a course. | 6.62 | 6.18 | 1.21 | 0.44 | 6.40 | 5.83 | 1.45 | 0.57 | 0.35 | ★★ |
| 🚩 | 46 | Faculty provide timely feedback about student progress in a course. | 6.62 | 6.05 | 1.41 | 0.57 | 6.48 | 5.91 | 1.40 | 0.57 | 0.14 | |
| | 54 | Faculty are interested in my academic problems. | 6.47 | 6.07 | 1.41 | 0.40 | 6.35 | 5.83 | 1.49 | 0.52 | 0.24 | ★ |
| ★ | 58 | Nearly all of the faculty are knowledgeable in their fields. | 6.66 | 6.49 | 0.89 | 0.17 | 6.58 | 6.21 | 1.18 | 0.37 | 0.28 | ★★ |
| | 61 | Faculty are usually available after class and during office hours. | 6.57 | 6.40 | 1.16 | 0.17 | 6.44 | 6.17 | 1.22 | 0.27 | 0.23 | ★ |
| | 64 | Nearly all classes deal with practical experiences and applications. | 6.44 | 6.30 | 1.15 | 0.14 | 6.38 | 5.96 | 1.31 | 0.42 | 0.34 | ★★★ |
| | 65 | Students are notified early in the term if they are doing poorly in a class. | 6.58 | 6.08 | 1.47 | 0.50 | 6.37 | 5.68 | 1.66 | 0.69 | 0.40 | ★★ |
| | 66 | Program requirements are clear and reasonable. | 6.60 | 6.24 | 1.33 | 0.36 | 6.54 | 6.09 | 1.30 | 0.45 | 0.15 | |
| ★ | 69 | There is a good variety of courses provided on this campus. | 6.63 | 6.53 | 0.91 | 0.10 | 6.53 | 6.22 | 1.19 | 0.31 | 0.31 | ★★★ |
| ★ | 70 | I am able to experience intellectual growth here. | 6.70 | 6.49 | 1.07 | 0.21 | 6.58 | 6.28 | 1.15 | 0.30 | 0.21 | ★ |

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

National Group Means are based on 86,680 records

Institutional Summary

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

University of Arkansas - Pulaski Technical College - SSI

National Community Colleges 2021-2024

Scale

| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
|-----|----|---|------------|--------------|------|------|------------|--------------|------|------|------------|-----|
| | 5 | The personnel involved in registration are helpful. | 6.55 | 6.15 | 1.32 | 0.40 | 6.44 | 6.02 | 1.37 | 0.42 | 0.13 | |
| ★ | 8 | Classes are scheduled at times that are convenient for me. | 6.66 | 6.40 | 1.13 | 0.26 | 6.45 | 5.90 | 1.43 | 0.55 | 0.50 | ★★★ |
| | 15 | I am able to register for classes I need with few conflicts. | 6.70 | 6.33 | 1.15 | 0.37 | 6.51 | 5.97 | 1.40 | 0.54 | 0.36 | ★★★ |
| | 35 | Policies and procedures regarding registration and course selection are clear and well-p... | 6.66 | 6.26 | 1.19 | 0.40 | 6.49 | 6.04 | 1.31 | 0.45 | 0.22 | ★ |
| | 43 | Class change (drop/add) policies are reasonable. | 6.58 | 6.31 | 1.34 | 0.27 | 6.44 | 6.13 | 1.30 | 0.31 | 0.18 | |
| | 51 | There are convenient ways of paying my school bill. | 6.57 | 6.28 | 1.43 | 0.29 | 6.48 | 6.13 | 1.31 | 0.35 | 0.15 | |
| | 56 | The business office is open during hours which are convenient for most students. | 6.60 | 6.30 | 1.28 | 0.30 | 6.39 | 6.04 | 1.31 | 0.35 | 0.26 | ★ |
| | 60 | Billing policies are reasonable. | 6.59 | 6.24 | 1.37 | 0.35 | 6.43 | 6.04 | 1.32 | 0.39 | 0.20 | |
| | 62 | Bookstore staff are helpful. | 6.53 | 6.35 | 1.26 | 0.18 | 6.36 | 6.14 | 1.31 | 0.22 | 0.21 | ★ |

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

National Group Means are based on 86,680 records

Institutional Summary

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

University of Arkansas - Pulaski Technical College - SSI

National Community Colleges 2021-2024

Scale

| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
|-----|----|--|------------|--------------|------|-----|------------|--------------|------|-----|------------|----|
| 81 | | Institution's commitment to part-time students? | | 6.39 | 1.22 | | | 6.13 | 1.26 | | 0.26 | ★ |
| 82 | | Institution's commitment to evening students? | | 6.32 | 1.26 | | | 6.02 | 1.37 | | 0.30 | ★ |
| 83 | | Institution's commitment to older, returning learners? | | 6.40 | 1.20 | | | 6.15 | 1.32 | | 0.25 | ★ |
| 84 | | Institution's commitment to under-represented populations? | | 6.46 | 1.01 | | | 6.12 | 1.29 | | 0.34 | ★★ |
| 85 | | Institution's commitment to commuters? | | 6.40 | 1.13 | | | 6.04 | 1.35 | | 0.36 | ★★ |
| 86 | | Institution's commitment to students with disabilities? | | 6.48 | 1.09 | | | 6.19 | 1.27 | | 0.29 | ★ |

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

National Group Means are based on 86,680 records

Institutional Summary

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

University of Arkansas - Pulaski Technical College - SSI

National Community Colleges 2021-2024

Scale

| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
|-----|----|--|------------|--------------|------|------|------------|--------------|------|------|------------|-----|
| | 4 | Security staff are helpful. | 6.50 | 6.27 | 1.24 | 0.23 | 6.27 | 6.01 | 1.35 | 0.26 | 0.26 | ★ |
| ★ | 11 | Security staff respond quickly in emergencies. | 6.60 | 6.50 | 0.98 | 0.10 | 6.49 | 6.09 | 1.28 | 0.40 | 0.41 | ★★★ |
| ★ | 24 | Parking lots are well-lighted and secure. | 6.61 | 6.50 | 0.98 | 0.11 | 6.41 | 6.06 | 1.33 | 0.35 | 0.44 | ★★★ |
| ★ | 31 | The campus is safe and secure for all students. | 6.71 | 6.40 | 1.02 | 0.31 | 6.62 | 6.31 | 1.08 | 0.31 | 0.09 | |
| | 39 | The amount of student parking space on campus is adequate. | 6.59 | 6.35 | 1.17 | 0.24 | 6.41 | 5.97 | 1.49 | 0.44 | 0.38 | ★★ |

- ★ 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 86,680 records

Institutional Summary

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

Scale

University of Arkansas - Pulaski Technical College - SSI

National Community Colleges 2021-2024

| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
|-----|----|--|------------|--------------|------|------|------------|--------------|------|------|------------|-----|
| 5 | | The personnel involved in registration are helpful. | 6.55 | 6.15 | 1.32 | 0.40 | 6.44 | 6.02 | 1.37 | 0.42 | 0.13 | |
| 22 | | People on this campus respect and are supportive of each other. | 6.55 | 6.31 | 1.08 | 0.24 | 6.43 | 6.14 | 1.20 | 0.29 | 0.17 | |
| 26 | | Library staff are helpful and approachable. | 6.53 | 6.40 | 1.18 | 0.13 | 6.40 | 6.30 | 1.12 | 0.10 | 0.10 | |
| 27 | | The campus staff are caring and helpful. | 6.60 | 6.29 | 1.28 | 0.31 | 6.46 | 6.20 | 1.16 | 0.26 | 0.09 | |
| 44 | | I generally know what's happening on campus. | 6.41 | 6.23 | 1.22 | 0.18 | 6.01 | 5.69 | 1.54 | 0.32 | 0.54 | ★★★ |
| 57 | | Administrators are approachable to students. | 6.64 | 6.26 | 1.32 | 0.38 | 6.39 | 6.01 | 1.37 | 0.38 | 0.25 | ★ |
| 62 | | Bookstore staff are helpful. | 6.53 | 6.35 | 1.26 | 0.18 | 6.36 | 6.14 | 1.31 | 0.22 | 0.21 | ★ |
| 63 | | I seldom get the "run-around" when seeking information on this campus. | 6.42 | 5.85 | 1.77 | 0.57 | 6.30 | 5.78 | 1.56 | 0.52 | 0.07 | |
| 67 | | Channels for expressing student complaints are readily available. | 6.46 | 6.19 | 1.42 | 0.27 | 6.33 | 5.62 | 1.70 | 0.71 | 0.57 | ★★★ |

- ★ 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 86,680 records

Institutional Summary

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

| University of Arkansas - Pulaski Technical College - SSI | | | | | | National Community Colleges 2021-2024 | | | | | | |
|---|----|---|------------|--------------|------|--|------------|--------------|------|------|------------|-----|
| Scale <input type="text" value="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. | 6.31 | 6.16 | 1.17 | 0.15 | 6.15 | 5.85 | 1.31 | 0.30 | 0.31 | ★★ |
| | 16 | The college shows concern for students as individuals. | 6.63 | 6.17 | 1.32 | 0.46 | 6.35 | 5.79 | 1.49 | 0.56 | 0.38 | ★★★ |
| | 27 | The campus staff are caring and helpful. | 6.60 | 6.29 | 1.28 | 0.31 | 6.46 | 6.20 | 1.16 | 0.26 | 0.09 | |
| | 28 | It is an enjoyable experience to be a student on this campus. | 6.55 | 6.39 | 1.17 | 0.16 | 6.45 | 6.08 | 1.32 | 0.37 | 0.31 | ★★ |
| | 36 | Students are made to feel welcome on this campus. | 6.69 | 6.52 | 0.95 | 0.17 | 6.52 | 6.24 | 1.18 | 0.28 | 0.28 | ★★ |
| | 57 | Administrators are approachable to students. | 6.64 | 6.26 | 1.32 | 0.38 | 6.39 | 6.01 | 1.37 | 0.38 | 0.25 | ★ |

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

National Group Means are based on 86,680 records

Institutional Summary

Items: In Sequential Order

University of Arkansas - Pulaski Technical College - SSI

National Community Colleges 2021-2024

Scale

All

| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
|-----|----|---|------------|--------------|------|------|------------|--------------|------|------|------------|-----|
| | 1 | Most students feel a sense of belonging here. | 6.31 | 6.16 | 1.17 | 0.15 | 6.15 | 5.85 | 1.31 | 0.30 | 0.31 | ★★ |
| | 2 | Faculty care about me as an individual. | 6.38 | 6.07 | 1.25 | 0.31 | 6.28 | 5.85 | 1.38 | 0.43 | 0.22 | ★ |
| | 3 | The quality of instruction in the vocational/technical programs is excellent. | 6.52 | 6.13 | 1.22 | 0.39 | 6.40 | 5.87 | 1.33 | 0.53 | 0.26 | ★ |
| | 4 | Security staff are helpful. | 6.50 | 6.27 | 1.24 | 0.23 | 6.27 | 6.01 | 1.35 | 0.26 | 0.26 | ★ |
| | 5 | The personnel involved in registration are helpful. | 6.55 | 6.15 | 1.32 | 0.40 | 6.44 | 6.02 | 1.37 | 0.42 | 0.13 | |
| | 6 | My academic advisor is approachable. | 6.54 | 6.14 | 1.50 | 0.40 | 6.48 | 6.05 | 1.46 | 0.43 | 0.09 | |
| 🚩 | 7 | Adequate financial aid is available for most students. | 6.70 | 6.16 | 1.57 | 0.54 | 6.45 | 5.88 | 1.50 | 0.57 | 0.28 | ★ |
| ★ | 8 | Classes are scheduled at times that are convenient for me. | 6.66 | 6.40 | 1.13 | 0.26 | 6.45 | 5.90 | 1.43 | 0.55 | 0.50 | ★★★ |
| | 9 | Internships or practical experiences are provided in my degree/certificate program. | 6.45 | 5.96 | 1.47 | 0.49 | 6.25 | 5.70 | 1.58 | 0.55 | 0.26 | |
| | 10 | Child care facilities are available on campus. | 5.91 | 5.60 | 1.97 | 0.31 | 5.68 | 5.23 | 2.01 | 0.45 | 0.37 | |
| ★ | 11 | Security staff respond quickly in emergencies. | 6.60 | 6.50 | 0.98 | 0.10 | 6.49 | 6.09 | 1.28 | 0.40 | 0.41 | ★★★ |
| | 12 | My academic advisor helps me set goals to work toward. | 6.50 | 5.80 | 1.77 | 0.70 | 6.31 | 5.77 | 1.66 | 0.54 | 0.03 | |
| 🚩 | 13 | Financial aid awards are announced to students in time to be helpful in college planning. | 6.61 | 6.08 | 1.50 | 0.53 | 6.41 | 5.80 | 1.53 | 0.61 | 0.28 | ★ |
| ★ | 14 | Library resources and services are adequate. | 6.66 | 6.49 | 1.07 | 0.17 | 6.44 | 6.23 | 1.17 | 0.21 | 0.26 | ★★ |
| | 15 | I am able to register for classes I need with few conflicts. | 6.70 | 6.33 | 1.15 | 0.37 | 6.51 | 5.97 | 1.40 | 0.54 | 0.36 | ★★★ |
| 🚩 | 16 | The college shows concern for students as individuals. | 6.63 | 6.17 | 1.32 | 0.46 | 6.35 | 5.79 | 1.49 | 0.56 | 0.38 | ★★★ |
| | 17 | Personnel in the Veterans' Services program are helpful. | 6.36 | 6.28 | 1.26 | 0.08 | 6.15 | 5.89 | 1.44 | 0.26 | 0.39 | ★ |
| 🚩 | 18 | The quality of instruction I receive in most of my classes is excellent. | 6.70 | 6.23 | 1.20 | 0.47 | 6.55 | 5.89 | 1.36 | 0.66 | 0.34 | ★★ |
| | 19 | This campus provides effective support services for single parents. | 6.44 | 6.00 | 1.32 | 0.44 | 6.19 | 5.78 | 1.55 | 0.41 | 0.22 | |
| 🚩 | 20 | Financial aid counselors are helpful. | 6.68 | 6.01 | 1.63 | 0.67 | 6.44 | 5.89 | 1.50 | 0.55 | 0.12 | |
| | 21 | There are a sufficient number of study areas on campus. | 6.45 | 6.42 | 1.07 | 0.03 | 6.37 | 6.20 | 1.22 | 0.17 | 0.22 | ★ |
| | 22 | People on this campus respect and are supportive of each other. | 6.55 | 6.31 | 1.08 | 0.24 | 6.43 | 6.14 | 1.20 | 0.29 | 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 86,680 records

Institutional Summary

Items: In Sequential Order

| | | University of Arkansas - Pulaski Technical College - SSI | | | | National Community Colleges 2021-2024 | | | | | | |
|-------|----|---|------------|--------------|------|--|------------|--------------|------|------|------------|-----|
| Scale | | | | | | | | | | | | |
| All | | | | | | | | | | | | |
| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
| 🚩 | 23 | Faculty are understanding of students' unique life circumstances. | 6.68 | 6.20 | 1.27 | 0.48 | 6.45 | 5.87 | 1.48 | 0.58 | 0.33 | ★★ |
| ★ | 24 | Parking lots are well-lighted and secure. | 6.61 | 6.50 | 0.98 | 0.11 | 6.41 | 6.06 | 1.33 | 0.35 | 0.44 | ★★★ |
| | 25 | My academic advisor is concerned about my success as an individual. | 6.55 | 5.96 | 1.62 | 0.59 | 6.38 | 5.79 | 1.61 | 0.59 | 0.17 | |
| | 26 | Library staff are helpful and approachable. | 6.53 | 6.40 | 1.18 | 0.13 | 6.40 | 6.30 | 1.12 | 0.10 | 0.10 | |
| | 27 | The campus staff are caring and helpful. | 6.60 | 6.29 | 1.28 | 0.31 | 6.46 | 6.20 | 1.16 | 0.26 | 0.09 | |
| | 28 | It is an enjoyable experience to be a student on this campus. | 6.55 | 6.39 | 1.17 | 0.16 | 6.45 | 6.08 | 1.32 | 0.37 | 0.31 | ★★ |
| ★ | 29 | Faculty are fair and unbiased in their treatment of individual students. | 6.67 | 6.45 | 1.00 | 0.22 | 6.53 | 6.07 | 1.35 | 0.46 | 0.38 | ★★★ |
| | 30 | The career services office provides students with the help they need to get a job. | 6.53 | 6.28 | 1.27 | 0.25 | 6.41 | 6.02 | 1.36 | 0.39 | 0.26 | |
| ★ | 31 | The campus is safe and secure for all students. | 6.71 | 6.40 | 1.02 | 0.31 | 6.62 | 6.31 | 1.08 | 0.31 | 0.09 | |
| 🚩 | 32 | My academic advisor is knowledgeable about my program requirements. | 6.66 | 6.14 | 1.44 | 0.52 | 6.55 | 6.05 | 1.46 | 0.50 | 0.09 | |
| | 33 | Admissions counselors accurately portray the campus in their recruiting practices. | 6.59 | 6.32 | 1.05 | 0.27 | 6.38 | 6.07 | 1.31 | 0.31 | 0.25 | ★ |
| ★ | 34 | Computers and/or Wi-Fi are adequate and accessible. | 6.72 | 6.54 | 1.06 | 0.18 | 6.50 | 6.16 | 1.29 | 0.34 | 0.38 | ★★★ |
| | 35 | Policies and procedures regarding registration and course selection are clear and well-p... | 6.66 | 6.26 | 1.19 | 0.40 | 6.49 | 6.04 | 1.31 | 0.45 | 0.22 | ★ |
| ★ | 36 | Students are made to feel welcome on this campus. | 6.69 | 6.52 | 0.95 | 0.17 | 6.52 | 6.24 | 1.18 | 0.28 | 0.28 | ★★ |
| 🚩 | 37 | Faculty take into consideration student differences as they teach a course. | 6.62 | 6.18 | 1.21 | 0.44 | 6.40 | 5.83 | 1.45 | 0.57 | 0.35 | ★★ |
| | 38 | The student center is a comfortable place for students to spend their leisure time. | 6.51 | 6.54 | 0.94 | -0.03 | 6.29 | 6.15 | 1.25 | 0.14 | 0.39 | ★★★ |
| | 39 | The amount of student parking space on campus is adequate. | 6.59 | 6.35 | 1.17 | 0.24 | 6.41 | 5.97 | 1.49 | 0.44 | 0.38 | ★★ |
| 🚩 | 40 | My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.64 | 6.06 | 1.49 | 0.58 | 6.48 | 5.98 | 1.48 | 0.50 | 0.08 | |
| | 41 | Admissions staff are knowledgeable. | 6.68 | 6.28 | 1.19 | 0.40 | 6.50 | 6.16 | 1.24 | 0.34 | 0.12 | |
| | 42 | The equipment in the lab facilities is kept up to date. | 6.55 | 6.26 | 1.21 | 0.29 | 6.46 | 6.08 | 1.29 | 0.38 | 0.18 | |
| | 43 | Class change (drop/add) policies are reasonable. | 6.58 | 6.31 | 1.34 | 0.27 | 6.44 | 6.13 | 1.30 | 0.31 | 0.18 | |
| | 44 | The amount of student parking space on campus is adequate. | 6.41 | 6.23 | 1.23 | 0.18 | 6.41 | 5.92 | 1.51 | 0.23 | 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 86,680 records

Institutional Summary

Items: In Sequential Order

Scale

All

University of Arkansas - Pulaski
Technical College - SSINational Community Colleges
2021-2024

| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
|-----|----|---|------------|--------------|------|------|------------|--------------|------|------|------------|-----|
| | 44 | I generally know what's happening on campus. | 6.41 | 6.23 | 1.22 | 0.18 | 6.01 | 5.69 | 1.54 | 0.32 | 0.54 | ★★★ |
| | 45 | This institution has a good reputation within the community. | 6.54 | 6.44 | 0.96 | 0.10 | 6.41 | 6.26 | 1.16 | 0.15 | 0.18 | ★ |
| 🚩 | 46 | Faculty provide timely feedback about student progress in a course. | 6.62 | 6.05 | 1.41 | 0.57 | 6.48 | 5.91 | 1.40 | 0.57 | 0.14 | |
| | 47 | There are adequate services to help me decide upon a career. | 6.51 | 6.14 | 1.38 | 0.37 | 6.41 | 5.97 | 1.37 | 0.44 | 0.17 | |
| | 48 | Counseling staff care about students as individuals. | 6.59 | 6.19 | 1.30 | 0.40 | 6.48 | 6.10 | 1.34 | 0.38 | 0.09 | |
| | 49 | Admissions counselors respond to prospective students' unique needs and requests. | 6.59 | 6.26 | 1.22 | 0.33 | 6.43 | 6.05 | 1.32 | 0.38 | 0.21 | |
| ★ | 50 | Tutoring services are readily available. | 6.65 | 6.50 | 1.10 | 0.15 | 6.47 | 6.23 | 1.23 | 0.24 | 0.27 | ★★ |
| | 51 | There are convenient ways of paying my school bill. | 6.57 | 6.28 | 1.43 | 0.29 | 6.48 | 6.13 | 1.31 | 0.35 | 0.15 | |
| | 52 | This school does whatever it can to help me reach my educational goals. | 6.59 | 6.21 | 1.36 | 0.38 | 6.47 | 5.92 | 1.41 | 0.55 | 0.29 | ★★ |
| | 53 | The assessment and course placement procedures are reasonable. | 6.60 | 6.32 | 1.12 | 0.28 | 6.42 | 6.07 | 1.28 | 0.35 | 0.25 | ★ |
| | 54 | Faculty are interested in my academic problems. | 6.47 | 6.07 | 1.41 | 0.40 | 6.35 | 5.83 | 1.49 | 0.52 | 0.24 | ★ |
| 🚩 | 55 | Academic support services adequately meet the needs of students. | 6.66 | 6.22 | 1.29 | 0.44 | 6.45 | 6.04 | 1.32 | 0.41 | 0.18 | |
| | 56 | The business office is open during hours which are convenient for most students. | 6.60 | 6.30 | 1.28 | 0.30 | 6.39 | 6.04 | 1.31 | 0.35 | 0.26 | ★ |
| | 57 | Administrators are approachable to students. | 6.64 | 6.26 | 1.32 | 0.38 | 6.39 | 6.01 | 1.37 | 0.38 | 0.25 | ★ |
| ★ | 58 | Nearly all of the faculty are knowledgeable in their fields. | 6.66 | 6.49 | 0.89 | 0.17 | 6.58 | 6.21 | 1.18 | 0.37 | 0.28 | ★★ |
| ★ | 59 | New student orientation services help students adjust to college. | 6.60 | 6.53 | 0.97 | 0.07 | 6.34 | 5.99 | 1.42 | 0.35 | 0.54 | ★★★ |
| | 60 | Billing policies are reasonable. | 6.59 | 6.24 | 1.37 | 0.35 | 6.43 | 6.04 | 1.32 | 0.39 | 0.20 | |
| | 61 | Faculty are usually available after class and during office hours. | 6.57 | 6.40 | 1.16 | 0.17 | 6.44 | 6.17 | 1.22 | 0.27 | 0.23 | ★ |
| | 62 | Bookstore staff are helpful. | 6.53 | 6.35 | 1.26 | 0.18 | 6.36 | 6.14 | 1.31 | 0.22 | 0.21 | ★ |
| | 63 | I seldom get the "run-around" when seeking information on this campus. | 6.42 | 5.85 | 1.77 | 0.57 | 6.30 | 5.78 | 1.56 | 0.52 | 0.07 | |
| | 64 | Nearly all classes deal with practical experiences and applications. | 6.44 | 6.30 | 1.15 | 0.14 | 6.38 | 5.96 | 1.31 | 0.42 | 0.34 | ★★★ |
| | 65 | Students are notified early in the term if they are doing poorly in a class. | 6.58 | 6.08 | 1.47 | 0.50 | 6.37 | 5.68 | 1.66 | 0.69 | 0.40 | ★★ |

- ★ 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 86,680 records

Institutional Summary

Items: In Sequential Order

| University of Arkansas - Pulaski Technical College - SSI | | | | | | National Community Colleges 2021-2024 | | | | | | |
|---|----|---|------------|--------------|------|--|------------|--------------|------|------|------------|-----|
| Scale <div>All</div> | | | | | | | | | | | | |
| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
| | 66 | Program requirements are clear and reasonable. | 6.60 | 6.24 | 1.33 | 0.36 | 6.54 | 6.09 | 1.30 | 0.45 | 0.15 | |
| | 67 | Channels for expressing student complaints are readily available. | 6.46 | 6.19 | 1.42 | 0.27 | 6.33 | 5.62 | 1.70 | 0.71 | 0.57 | ★★★ |
| | 68 | On the whole, the campus is well-maintained. | 6.54 | 6.51 | 0.97 | 0.03 | 6.51 | 6.36 | 1.06 | 0.15 | 0.15 | |
| ★ | 69 | There is a good variety of courses provided on this campus. | 6.63 | 6.53 | 0.91 | 0.10 | 6.53 | 6.22 | 1.19 | 0.31 | 0.31 | ★★★ |
| ★ | 70 | I am able to experience intellectual growth here. | 6.70 | 6.49 | 1.07 | 0.21 | 6.58 | 6.28 | 1.15 | 0.30 | 0.21 | ★ |
| 🚩 | 71 | Campus item: I was given an adequate amount of time to complete homework assignm... | 6.66 | 6.24 | 1.36 | 0.42 | | | | | | |
| | 72 | Campus item: I was provided the technology and resources I needed to complete my a... | 6.67 | 6.37 | 1.17 | 0.30 | | | | | | |
| ★ | 73 | Campus item: My instructor was willing to help me when I requested it. | 6.75 | 6.49 | 0.98 | 0.26 | | | | | | |
| ★ | 74 | Campus item: I am given plenty of notice about upcoming exams so that I can study for... | 6.68 | 6.51 | 0.93 | 0.17 | | | | | | |
| ★ | 75 | Campus item: I find the Online components, such as Blackboard, of my courses are easy... | 6.70 | 6.47 | 1.08 | 0.23 | | | | | | |
| | 76 | Campus item: My instructor taught me how to study for their exams. | 6.58 | 5.86 | 1.53 | 0.72 | | | | | | |
| | 77 | Campus item: I feel other students help me when I don't understand assignments. | 6.11 | 5.79 | 1.78 | 0.32 | | | | | | |
| | 78 | Campus item: The tutoring services at the Learning Assistance Center were helpful to me. | 6.61 | 6.32 | 1.28 | 0.29 | | | | | | |
| | 79 | Campus item: It was easy to find a study group when preparing for tests or exams. | 6.25 | 5.68 | 1.98 | 0.57 | | | | | | |
| ★ | 80 | Campus item: It would be beneficial to me to enroll each semester until I complete my ... | 6.67 | 6.48 | 1.01 | 0.19 | | | | | | |
| | 81 | Institution's commitment to part-time students? | | 6.39 | 1.22 | | | 6.13 | 1.26 | | 0.26 | ★ |
| | 82 | Institution's commitment to evening students? | | 6.32 | 1.26 | | | 6.02 | 1.37 | | 0.30 | ★ |
| | 83 | Institution's commitment to older, returning learners? | | 6.40 | 1.20 | | | 6.15 | 1.32 | | 0.25 | ★ |
| | 84 | Institution's commitment to under-represented populations? | | 6.46 | 1.01 | | | 6.12 | 1.29 | | 0.34 | ★★ |
| | 85 | Institution's commitment to commuters? | | 6.40 | 1.13 | | | 6.04 | 1.35 | | 0.36 | ★★ |
| | 86 | Institution's commitment to students with disabilities? | | 6.48 | 1.09 | | | 6.19 | 1.27 | | 0.29 | ★ |
| | 87 | Cost as factor in decision to enroll. | 6.52 | | | | 6.41 | | | | | |

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

National Group Means are based on 86,680 records

Institutional Summary

Items: In Sequential Order

**University of Arkansas - Pulaski
Technical College - SSI**

**National Community Colleges
2021-2024**

Scale

| S/C | No | Item | Importance | Satisfaction | SD | Gap | Importance | Satisfaction | SD | Gap | Difference | SS |
|-----|----|---|------------|--------------|----|-----|------------|--------------|----|-----|------------|----|
| | 88 | Financial aid as factor in decision to enroll. | 6.48 | | | | 6.33 | | | | | |
| | 89 | Academic reputation as factor in decision to enroll. | 6.24 | | | | 6.13 | | | | | |
| | 90 | Size of institution as factor in decision to enroll. | 5.64 | | | | 5.54 | | | | | |
| | 91 | Opportunity to play sports as factor in decision to enroll. | 4.23 | | | | 4.48 | | | | | |
| | 92 | Recommendations from family/friends as factor in decision to enroll. | 5.47 | | | | 5.43 | | | | | |
| | 93 | Geographic setting as factor in decision to enroll. | 5.87 | | | | 5.94 | | | | | |
| | 94 | Campus appearance as factor in decision to enroll. | 5.65 | | | | 5.59 | | | | | |
| | 95 | Personalized attention prior to enrollment as factor in decision to enroll. | 5.76 | | | | 5.76 | | | | | |

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."

| | | University of Arkansas - Pulaski Technical College - SSI | | | National Community Colleges 2021-2024 | | | | |
|---------------------------------|--------------|---|--------------|----------------|--|--------------|----------------|--------------|------------|
| <div>Scale <div>All</div></div> | | | | | | | | | |
| <div>①</div> | <div>①</div> | <div>①</div> | <div>①</div> | <div>①</div> | <div>①</div> | <div>①</div> | <div>①</div> | <div>①</div> | |
| S/C | No | Item | Importance % | Satisfaction % | Gap % | Importance % | Satisfaction % | Gap % | Difference |
| | 1 | Most students feel a sense of belonging here. | 82% | 77% | 5% | 76% | 68% | 8% | 9% |
| | 2 | Faculty care about me as an individual. | 85% | 77% | 8% | 81% | 69% | 12% | 8% |
| | 3 | The quality of instruction in the vocational/technical programs is excellent. | 88% | 78% | 10% | 85% | 69% | 16% | 9% |
| | 4 | Security staff are helpful. | 87% | 82% | 5% | 80% | 73% | 7% | 9% |
| | 5 | The personnel involved in registration are helpful. | 89% | 79% | 10% | 86% | 74% | 12% | 5% |
| | 6 | My academic advisor is approachable. | 88% | 77% | 11% | 87% | 75% | 12% | 2% |
| 🚩 | 7 | Adequate financial aid is available for most students. | 93% | 81% | 12% | 86% | 70% | 16% | 11% |
| ★ | 8 | Classes are scheduled at times that are convenient for me. | 92% | 84% | 8% | 86% | 69% | 17% | 15% |
| | 9 | Internships or practical experiences are provided in my degree/certificate program. | 88% | 72% | 16% | 80% | 64% | 16% | 8% |
| | 10 | Child care facilities are available on campus. | 74% | 68% | 6% | 66% | 56% | 10% | 12% |
| ★ | 11 | Security staff respond quickly in emergencies. | 90% | 89% | 1% | 87% | 75% | 12% | 14% |
| | 12 | My academic advisor helps me set goals to work toward. | 88% | 72% | 16% | 82% | 68% | 14% | 4% |
| 🚩 | 13 | Financial aid awards are announced to students in time to be helpful in college planning. | 91% | 75% | 16% | 85% | 67% | 18% | 8% |
| ★ | 14 | Library resources and services are adequate. | 92% | 86% | 6% | 85% | 80% | 5% | 6% |
| | 15 | I am able to register for classes I need with few conflicts. | 92% | 82% | 10% | 89% | 73% | 16% | 9% |
| 🚩 | 16 | The college shows concern for students as individuals. | 92% | 77% | 15% | 83% | 67% | 16% | 10% |
| | 17 | Personnel in the Veterans' Services program are helpful. | 81% | 80% | 1% | 77% | 68% | 9% | 12% |
| 🚩 | 18 | The quality of instruction I receive in most of my classes is excellent. | 94% | 79% | 15% | 90% | 69% | 21% | 10% |
| | 19 | This campus provides effective support services for single parents. | 88% | 68% | 20% | 79% | 66% | 13% | 2% |
| 🚩 | 20 | Financial aid counselors are helpful. | 92% | 75% | 17% | 86% | 70% | 16% | 5% |
| | 21 | There are a sufficient number of study areas on campus. | 87% | 85% | 2% | 83% | 79% | 4% | 6% |

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."

| University of Arkansas - Pulaski Technical College - SSI | | | | | National Community Colleges 2021-2024 | | | | |
|---|----|--|--------------|----------------|--|--------------|----------------|-------|------------|
| <div><div>Scale</div><div>All</div></div> | | | | | | | | | |
| S/C | No | Item | Importance % | Satisfaction % | Gap % | Importance % | Satisfaction % | Gap % | Difference |
| | 22 | People on this campus respect and are supportive of each other. | 88% | 80% | 8% | 85% | 77% | 8% | 3% |
| 🚩 | 23 | Faculty are understanding of students' unique life circumstances. | 92% | 76% | 16% | 86% | 70% | 16% | 6% |
| ★ | 24 | Parking lots are well-lighted and secure. | 91% | 86% | 5% | 85% | 74% | 11% | 12% |
| | 25 | My academic advisor is concerned about my success as an individual. | 90% | 74% | 16% | 84% | 69% | 15% | 5% |
| | 26 | Library staff are helpful and approachable. | 88% | 84% | 4% | 84% | 82% | 2% | 2% |
| | 27 | The campus staff are caring and helpful. | 91% | 82% | 9% | 86% | 79% | 7% | 3% |
| | 28 | It is an enjoyable experience to be a student on this campus. | 88% | 87% | 1% | 86% | 76% | 10% | 11% |
| ★ | 29 | Faculty are fair and unbiased in their treatment of individual students. | 92% | 87% | 5% | 89% | 76% | 13% | 11% |
| | 30 | The career services office provides students with the help they need to get a job. | 87% | 79% | 8% | 85% | 74% | 11% | 5% |
| ★ | 31 | The campus is safe and secure for all students. | 92% | 83% | 9% | 91% | 82% | 9% | 1% |
| 🚩 | 32 | My academic advisor is knowledgeable about my program requirements. | 91% | 80% | 11% | 89% | 76% | 13% | 4% |
| | 33 | Admissions counselors accurately portray the campus in their recruiting practices. | 89% | 80% | 9% | 84% | 75% | 9% | 5% |
| ★ | 34 | Computers and/or Wi-Fi are adequate and accessible. | 93% | 89% | 4% | 88% | 78% | 10% | 11% |
| | 35 | Policies and procedures regarding registration and course selection are clear and well-... | 93% | 79% | 14% | 88% | 74% | 14% | 5% |
| ★ | 36 | Students are made to feel welcome on this campus. | 92% | 89% | 3% | 88% | 80% | 8% | 9% |
| 🚩 | 37 | Faculty take into consideration student differences as they teach a course. | 91% | 77% | 14% | 85% | 68% | 17% | 9% |
| | 38 | The student center is a comfortable place for students to spend their leisure time. | 86% | 88% | -2% | 81% | 78% | 3% | 10% |
| | 39 | The amount of student parking space on campus is adequate. | 90% | 84% | 6% | 85% | 73% | 12% | 11% |
| 🚩 | 40 | My academic advisor is knowledgeable about the transfer requirements of other schoo... | 91% | 75% | 16% | 87% | 74% | 13% | 1% |
| | 41 | Admissions staff are knowledgeable. | 93% | 81% | 12% | 88% | 78% | 10% | 3% |
| | 42 | The equipment in the lab facilities is kept up to date. | 86% | 76% | 10% | 87% | 75% | 12% | 1% |

Institutional Summary

Item Percentages

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| University of Arkansas - Pulaski Technical College - SSI | | | | | National Community Colleges 2021-2024 | | | | |
|---|----|---|--------------|----------------|--|--------------|----------------|-------|------------|
| Scale <div>All</div> | | | | | | | | | |
| S/C | No | Item | Importance % | Satisfaction % | Gap % | Importance % | Satisfaction % | Gap % | Difference |
| | 43 | Class change (drop/add) policies are reasonable. | 90% | 81% | 9% | 86% | 77% | 9% | 4% |
| | 44 | I generally know what's happening on campus. | 84% | 79% | 5% | 72% | 64% | 8% | 15% |
| | 45 | This institution has a good reputation within the community. | 89% | 85% | 4% | 85% | 81% | 4% | 4% |
| 🚩 | 46 | Faculty provide timely feedback about student progress in a course. | 91% | 75% | 16% | 88% | 71% | 17% | 4% |
| | 47 | There are adequate services to help me decide upon a career. | 87% | 75% | 12% | 85% | 72% | 13% | 3% |
| | 48 | Counseling staff care about students as individuals. | 88% | 76% | 12% | 87% | 76% | 11% | 0% |
| | 49 | Admissions counselors respond to prospective students' unique needs and requests. | 88% | 79% | 9% | 86% | 75% | 11% | 4% |
| ★ | 50 | Tutoring services are readily available. | 92% | 88% | 4% | 87% | 80% | 7% | 8% |
| | 51 | There are convenient ways of paying my school bill. | 90% | 82% | 8% | 87% | 77% | 10% | 5% |
| | 52 | This school does whatever it can to help me reach my educational goals. | 93% | 80% | 13% | 87% | 71% | 16% | 9% |
| | 53 | The assessment and course placement procedures are reasonable. | 90% | 80% | 10% | 85% | 75% | 10% | 5% |
| | 54 | Faculty are interested in my academic problems. | 86% | 75% | 11% | 83% | 69% | 14% | 6% |
| 🚩 | 55 | Academic support services adequately meet the needs of students. | 91% | 74% | 17% | 86% | 75% | 11% | -1% |
| | 56 | The business office is open during hours which are convenient for most students. | 88% | 81% | 7% | 84% | 74% | 10% | 7% |
| | 57 | Administrators are approachable to students. | 93% | 81% | 12% | 84% | 74% | 10% | 7% |
| ★ | 58 | Nearly all of the faculty are knowledgeable in their fields. | 92% | 85% | 7% | 90% | 80% | 10% | 5% |
| ★ | 59 | New student orientation services help students adjust to college. | 89% | 88% | 1% | 83% | 73% | 10% | 15% |
| | 60 | Billing policies are reasonable. | 91% | 80% | 11% | 86% | 74% | 12% | 6% |
| | 61 | Faculty are usually available after class and during office hours. | 90% | 85% | 5% | 86% | 78% | 8% | 7% |
| | 62 | Bookstore staff are helpful. | 87% | 85% | 2% | 83% | 78% | 5% | 7% |
| | 63 | I seldom get the "run-around" when seeking information on this campus. | 85% | 72% | 13% | 82% | 68% | 14% | 4% |
| | 64 | Nearly all classes deal with practical experiences and applications. | 85% | 80% | 5% | 84% | 71% | 13% | 9% |

Institutional Summary

Item Percentages

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| University of Arkansas - Pulaski Technical College - SSI | | | | | National Community Colleges 2021-2024 | | | | |
|---|----|---|--------------|----------------|--|--------------|----------------|-------|------------|
| Scale <div>All</div> | | | | | | | | | |
| ① | | | | | ① | | | | |
| S/C | No | Item | Importance % | Satisfaction % | Gap % | Importance % | Satisfaction % | Gap % | Difference |
| | 65 | Students are notified early in the term if they are doing poorly in a class. | 87% | 75% | 12% | 84% | 65% | 19% | 10% |
| | 66 | Program requirements are clear and reasonable. | 89% | 80% | 9% | 89% | 76% | 13% | 4% |
| | 67 | Channels for expressing student complaints are readily available. | 86% | 76% | 10% | 83% | 64% | 19% | 12% |
| | 68 | On the whole, the campus is well-maintained. | 88% | 88% | 0% | 88% | 84% | 4% | 4% |
| ★ | 69 | There is a good variety of courses provided on this campus. | 91% | 90% | 1% | 89% | 80% | 9% | 10% |
| ★ | 70 | I am able to experience intellectual growth here. | 93% | 88% | 5% | 90% | 82% | 8% | 6% |
| 🚩 | 71 | Campus item: I was given an adequate amount of time to complete homework assign... | 91% | 82% | 9% | | | | |
| | 72 | Campus item: I was provided the technology and resources I needed to complete my a... | 92% | 81% | 11% | | | | |
| ★ | 73 | Campus item: My instructor was willing to help me when I requested it. | 95% | 88% | 7% | | | | |
| ★ | 74 | Campus item: I am given plenty of notice about upcoming exams so that I can study fo... | 90% | 87% | 3% | | | | |
| ★ | 75 | Campus item: I find the Online components, such as Blackboard, of my courses are eas... | 92% | 87% | 5% | | | | |
| | 76 | Campus item: My instructor taught me how to study for their exams. | 90% | 70% | 20% | | | | |
| | 77 | Campus item: I feel other students help me when I don't understand assignments. | 74% | 72% | 2% | | | | |
| | 78 | Campus item: The tutoring services at the Learning Assistance Center were helpful to ... | 89% | 81% | 8% | | | | |
| | 79 | Campus item: It was easy to find a study group when preparing for tests or exams. | 78% | 69% | 9% | | | | |
| ★ | 80 | Campus item: It would be beneficial to me to enroll each semester until I complete my ... | 92% | 87% | 5% | | | | |
| | 81 | Institution's commitment to part-time students? | | 85% | | | 77% | | 8% |
| | 82 | Institution's commitment to evening students? | | 85% | | | 74% | | 11% |
| | 83 | Institution's commitment to older, returning learners? | | 85% | | | 78% | | 7% |
| | 84 | Institution's commitment to under-represented populations? | | 89% | | | 77% | | 12% |
| | 85 | Institution's commitment to commuters? | | 85% | | | 75% | | 10% |
| | 86 | Institution's commitment to students with disabilities? | | 87% | | | 79% | | 8% |

National Group Means are based on 86,680 records

Institutional Summary

Item Percentages

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University of Arkansas - Pulaski Technical College - SSI

National Community Colleges 2021-2024

Scale

| S/C | No | Item | Importance % | Satisfaction % | Gap % | Importance % | Satisfaction % | Gap % | Difference |
|-----|----|---|--------------|----------------|-------|--------------|----------------|-------|------------|
| 87 | | Cost as factor in decision to enroll. | 87% | | | 85% | | | |
| 88 | | Financial aid as factor in decision to enroll. | 85% | | | 83% | | | |
| 89 | | Academic reputation as factor in decision to enroll. | 77% | | | 77% | | | |
| 90 | | Size of institution as factor in decision to enroll. | 62% | | | 61% | | | |
| 91 | | Opportunity to play sports as factor in decision to enroll. | 43% | | | 45% | | | |
| 92 | | Recommendations from family/friends as factor in decision to enroll. | 62% | | | 60% | | | |
| 93 | | Geographic setting as factor in decision to enroll. | 71% | | | 72% | | | |
| 94 | | Campus appearance as factor in decision to enroll. | 63% | | | 62% | | | |
| 95 | | Personalized attention prior to enrollment as factor in decision to enroll. | 67% | | | 67% | | | |

Institutional Summary

Summary Items

University of Arkansas - Pulaski
Technical College - SSI

National Community Colleges
2021-2024

| Summary | Institution | National Norms | Difference | SS |
|---|-------------|----------------|-------------|------------|
| So far, how has your college experience met your expectations? | 5.58 | 5.18 | 0.40 | *** |
| 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 | 18% | 26% | | |
| 5= Better than I expected | 24% | 24% | | |
| 6= Quite a bit better than I expected | 16% | 15% | | |
| 7= Much better than I expected | 35% | 24% | | |
| Rate your overall satisfaction with your experience here thus far. | 6.00 | 5.74 | 0.26 | ** |
| 1= Not satisfied at all | 0% | 1% | | |
| 2= Not very satisfied | 1% | 1% | | |
| 3= Somewhat dissatisfied | 3% | 4% | | |
| 4= Neutral | 9% | 9% | | |
| 5= Somewhat satisfied | 7% | 13% | | |
| 6= Quite satisfied | 72% | 72% | | |
| All in all, if you had it to do over again, would you enroll here? | 6.26 | 6.07 | 0.19 | |
| 1= Definitely not | 1% | 1% | | |
| 2= Probably not | 1% | 2% | | |
| 3= Maybe not | 1% | 2% | | |
| 4= I don't know | 3% | 5% | | |
| 5= Maybe yes | 8% | 8% | | |
| 6= Probably yes | 24% | 28% | | |
| 7= Definitely yes | 59% | 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 86,680 records