

Demographics

Gender

Demographics Responses	N	%
Gender		
Female	27	56.25%
Male	21	43.75%
Prefer not to respond	0	0.00%
Transgender	0	0.00%
Genderqueer	0	0.00%
Additional gender category or Other	0	0.00%
Total	48	100.00%
No Answer	1	

Class Level

Demographics Responses	N	%
Class Level		
1 year or less	29	60.42%
2 years	15	31.25%
3 years	3	6.25%
4 or more years	1	2.08%
Total	48	100.00%
No Answer	1	

Age

Demographics Responses	N	%
Age		
18 and under	2	4.17%
19 to 24	24	50.00%
25 to 34	11	22.92%
35 to 44	6	12.50%
45 and over	5	10.42%
Total	48	100.00%
No Answer	1	

Current GPA

Demographics Responses	N	%
Current GPA		
No credits earned	4	8.51%
1.99 or below	4	8.51%
2.0 - 2.49	3	6.38%
2.5 - 2.99	5	10.64%
3.0 - 3.49	9	19.15%
3.5 or above	22	46.81%
Total	47	100.00%
No Answer	2	

Demographics

Ethnicity/Race

Demographics Responses	N	%
Ethnicity/Race		
Black/African-American	12	24.49%
American Indian or Alaskan Native	0	0.00%
Asian or Pacific Islander	1	2.04%
Caucasian/White	22	44.90%
Hispanic	13	26.53%
Other race	0	0.00%
Race - Prefer not to respond	0	0.00%
Multi-racial	1	2.04%
Total	49	100.00%
No Answer	0	0.00%

Current Enrollment Status

Demographics Responses	N	%
Current Enrollment Status		
Day	44	89.80%
Evening	5	10.20%
Weekend	0	0.00%
Total	49	100.00%
No Answer	0	0.00%

Educational Goal

Demographics Responses	N	%
Educational Goal		
Associate degree	11	23.91%
Vocational/technical program	9	19.57%
Transfer to another institution	10	21.74%
Certification (initial / renewal)	9	19.57%
Self-improvement/pleasure	1	2.17%
Job-related training	2	4.35%
Other educational goal	4	8.70%
Total	46	100.00%
No Answer	3	

Employment

Demographics Responses	N	%
Employment		
Full-time off campus	11	23.91%
Part-time off campus	12	26.09%
Full-time on campus	4	8.70%
Part-time on campus	0	0.00%
Not employed	19	41.30%
Total	46	100.00%
No Answer	3	

Demographics

Current Class Load

Demographics Responses	N	%
Current Class Load		
Full-time	39	81.25%
Part-time	9	18.75%
Total	48	100.00%
No Answer	1	

Residence Classification

Demographics Responses	N	%
Residence Classification		
In-state	46	100.00%
Out-of-state	0	0.00%
International (not U.S. citizen)	0	0.00%
Total	46	100.00%
No Answer	3	

Institution Was My...

Demographics Responses	N	%
Institution Was My		
1st choice	38	77.55%
2nd choice	10	20.41%
3rd choice or lower	1	2.04%
Total	49	100.00%
No Answer	0	0.00%

Current Residence

Demographics Responses	N	%
Current Residence		
Residence hall	0	0.00%
Own house	10	21.74%
Rent room or apt off campus	10	21.74%
Parent's home	22	47.83%
Other residence	4	8.70%
Total	46	100.00%
No Answer	3	

Disabilities

Demographics Responses	N	%
Disabilities		
Yes - Disability	5	10.87%
No - Disability	41	89.13%
Total	46	100.00%
No Answer	3	

Strategic Planning Overview

Strengths and Challenges










Strengths

	No	Item	vs. Comparison	Imp Rank
★	31	The campus is safe and secure for all students.		3
★	68	On the whole, the campus is well-maintained.		7
★	75	Campus item: I find the Online components, such as Blackboard, of my courses are easy to use.		9
★	34	Computers and/or Wi-Fi are adequate and accessible.	▲	11
★	24	Parking lots are well-lighted and secure.		14
★	11	Security staff respond quickly in emergencies.		16
★	50	Tutoring services are readily available.		21
★	26	Library staff are helpful and approachable.		24
★	22	People on this campus respect and are supportive of each other.		25
★	43	Class change (drop/add) policies are reasonable.		25
★	45	This institution has a good reputation within the community.		25
★	62	Bookstore staff are helpful.		28
★	39	The amount of student parking space on campus is adequate.	▲	30
★	51	There are convenient ways of paying my school bill.		30
★	69	There is a good variety of courses provided on this campus.		30
★	80	Campus item: It would be beneficial to me to enroll each semester until I complete my degree.		40

Strategic Planning Overview

Strengths and Challenges

Challenges

	No	Item	vs. Comparison	Imp Rank
	18	The quality of instruction I receive in most of my classes is excellent.	▼	5
	20	Financial aid counselors are helpful.		5
	16	The college shows concern for students as individuals.		7
	53	The assessment and course placement procedures are reasonable.	▼	17
	55	Academic support services adequately meet the needs of students.	▼	19
	64	Nearly all classes deal with practical experiences and applications.	▼	21
	9	Internships or practical experiences are provided in my degree/certificate program.	▼	28
	42	The equipment in the lab facilities is kept up to date.	▼	38
	3	The quality of instruction in the vocational/technical programs is excellent.	▼	40

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
Safety and Security	6.54	6.34	0.98	0.20	6.45	6.10	1.06	0.35	0.24	
Registration Effectiveness	6.51	5.87	1.26	0.64	6.45	6.04	1.04	0.41	-0.17	
Admissions and Financial Aid	6.49	5.54	1.67	0.95	6.44	5.98	1.21	0.46	-0.44	★
Student Centeredness	6.45	5.67	1.54	0.78	6.38	6.02	1.15	0.36	-0.35	★
Academic Services	6.43	6.11	1.05	0.32	6.44	6.18	1.02	0.26	-0.07	
Concern for the Individual	6.42	5.45	1.81	0.97	6.40	5.91	1.22	0.49	-0.46	★★
Instructional Effectiveness	6.42	5.53	1.64	0.89	6.46	5.99	1.10	0.47	-0.46	★★
Campus Climate	6.39	5.66	1.48	0.73	6.37	5.99	1.09	0.38	-0.33	★
Service Excellence	6.38	5.79	1.26	0.59	6.35	5.99	1.09	0.36	-0.20	
Academic Advising/Counseling	6.29	5.45	1.61	0.84	6.45	5.95	1.30	0.50	-0.50	★★
Campus Support Services	6.14	5.48	1.70	0.66	6.24	5.90	1.29	0.34	-0.42	★
Responsiveness to Diverse Populations		5.89	1.31			6.11	1.23		-0.22	

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

National Group Means are based on 86,680 records

Institutional Summary

Items: In Order of Importance

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
	56	The business office is open during hours which are convenient for most students.	6.78	5.97	1.60	0.81	6.39	6.04	1.31	0.35	-0.07	
	41	Admissions staff are knowledgeable.	6.73	5.98	1.46	0.75	6.50	6.16	1.24	0.34	-0.18	
★	31	The campus is safe and secure for all students.	6.71	6.37	1.40	0.34	6.62	6.31	1.08	0.31	0.06	
	58	Nearly all of the faculty are knowledgeable in their fields.	6.70	5.76	1.85	0.94	6.58	6.21	1.18	0.37	-0.45	★
🚩	18	The quality of instruction I receive in most of my classes is excellent.	6.69	5.21	2.25	1.48	6.55	5.89	1.36	0.66	-0.68	★★
🚩	20	Financial aid counselors are helpful.	6.69	5.56	2.05	1.13	6.44	5.89	1.50	0.55	-0.33	
🚩	16	The college shows concern for students as individuals.	6.67	5.47	2.20	1.20	6.35	5.79	1.49	0.56	-0.32	
★	68	On the whole, the campus is well-maintained.	6.67	6.22	1.17	0.45	6.51	6.36	1.06	0.15	-0.14	
★	75	Campus item: I find the Online components, such as Blackboard, of my courses are easy...	6.65	6.00	1.69	0.65						
	15	I am able to register for classes I need with few conflicts.	6.63	5.82	1.68	0.81	6.51	5.97	1.40	0.54	-0.15	
★	34	Computers and/or Wi-Fi are adequate and accessible.	6.61	6.56	1.01	0.05	6.50	6.16	1.29	0.34	0.40	★
	70	I am able to experience intellectual growth here.	6.60	5.88	1.87	0.72	6.58	6.28	1.15	0.30	-0.40	★
	28	It is an enjoyable experience to be a student on this campus.	6.59	5.70	1.98	0.89	6.45	6.08	1.32	0.37	-0.38	
★	24	Parking lots are well-lighted and secure.	6.58	6.07	1.69	0.51	6.41	6.06	1.33	0.35	0.01	
	47	There are adequate services to help me decide upon a career.	6.57	5.55	1.91	1.02	6.41	5.97	1.37	0.44	-0.42	
★	11	Security staff respond quickly in emergencies.	6.56	6.26	1.12	0.30	6.49	6.09	1.28	0.40	0.17	
🚩	53	The assessment and course placement procedures are reasonable.	6.55	5.41	1.88	1.14	6.42	6.07	1.28	0.35	-0.66	★★★
	74	Campus item: I am given plenty of notice about upcoming exams so that I can study for...	6.55	5.89	1.64	0.66						
🚩	55	Academic support services adequately meet the needs of students.	6.54	5.38	1.84	1.16	6.45	6.04	1.32	0.41	-0.66	★★
	57	Administrators are approachable to students.	6.54	5.68	1.69	0.86	6.39	6.01	1.37	0.38	-0.33	
★	50	Tutoring services are readily available.	6.53	6.46	1.01	0.07	6.47	6.23	1.23	0.24	0.23	

- ★ 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

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
🚩	64	Nearly all classes deal with practical experiences and applications.	6.53	5.45	2.11	1.08	6.38	5.96	1.31	0.42	-0.51	★
	72	Campus item: I was provided the technology and resources I needed to complete my a...	6.53	5.71	1.89	0.82						
★	26	Library staff are helpful and approachable.	6.52	6.53	1.11	-0.01	6.40	6.30	1.12	0.10	0.23	
★	22	People on this campus respect and are supportive of each other.	6.51	6.09	1.51	0.42	6.43	6.14	1.20	0.29	-0.05	
★	43	Class change (drop/add) policies are reasonable.	6.51	6.15	1.64	0.36	6.44	6.13	1.30	0.31	0.02	
★	45	This institution has a good reputation within the community.	6.51	6.05	1.79	0.46	6.41	6.26	1.16	0.15	-0.21	
🚩	9	Internships or practical experiences are provided in my degree/certificate program.	6.50	5.16	2.07	1.34	6.25	5.70	1.58	0.55	-0.54	★
★	62	Bookstore staff are helpful.	6.50	6.13	1.40	0.37	6.36	6.14	1.31	0.22	-0.01	
	7	Adequate financial aid is available for most students.	6.49	5.60	1.94	0.89	6.45	5.88	1.50	0.57	-0.28	
	35	Policies and procedures regarding registration and course selection are clear and well-p...	6.49	5.60	1.74	0.89	6.49	6.04	1.31	0.45	-0.44	★
★	39	The amount of student parking space on campus is adequate.	6.49	6.45	0.87	0.04	6.41	5.97	1.49	0.44	0.48	★
	46	Faculty provide timely feedback about student progress in a course.	6.49	5.57	1.89	0.92	6.48	5.91	1.40	0.57	-0.34	
★	51	There are convenient ways of paying my school bill.	6.49	6.00	1.52	0.49	6.48	6.13	1.31	0.35	-0.13	
	60	Billing policies are reasonable.	6.49	5.72	1.88	0.77	6.43	6.04	1.32	0.39	-0.32	
★	69	There is a good variety of courses provided on this campus.	6.49	6.14	1.09	0.35	6.53	6.22	1.19	0.31	-0.08	
	73	Campus item: My instructor was willing to help me when I requested it.	6.49	5.98	1.64	0.51						
🚩	42	The equipment in the lab facilities is kept up to date.	6.48	5.44	1.93	1.04	6.46	6.08	1.29	0.38	-0.64	★★
	71	Campus item: I was given an adequate amount of time to complete homework assignm...	6.48	5.59	1.73	0.89						
🚩	3	The quality of instruction in the vocational/technical programs is excellent.	6.47	5.33	2.11	1.14	6.40	5.87	1.33	0.53	-0.54	★★
★	80	Campus item: It would be beneficial to me to enroll each semester until I complete my ...	6.47	6.40	1.24	0.07						
	5	The personnel involved in registration are helpful.	6.45	5.76	1.71	0.69	6.44	6.02	1.37	0.42	-0.26	

- ★ 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

		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
	49	Admissions counselors respond to prospective students' unique needs and requests.	6.45	5.68	1.80	0.77	6.43	6.05	1.32	0.38	-0.37	
	66	Program requirements are clear and reasonable.	6.44	5.89	1.79	0.55	6.54	6.09	1.30	0.45	-0.20	
	78	Campus item: The tutoring services at the Learning Assistance Center were helpful to me.	6.43	5.92	1.82	0.51						
	88	Financial aid as factor in decision to enroll.	6.43				6.33					
	36	Students are made to feel welcome on this campus.	6.41	6.02	1.61	0.39	6.52	6.24	1.18	0.28	-0.22	
	29	Faculty are fair and unbiased in their treatment of individual students.	6.40	5.51	2.11	0.89	6.53	6.07	1.35	0.46	-0.56	★★
	27	The campus staff are caring and helpful.	6.39	5.88	1.58	0.51	6.46	6.20	1.16	0.26	-0.32	
	30	The career services office provides students with the help they need to get a job.	6.39	5.88	1.64	0.51	6.41	6.02	1.36	0.39	-0.14	
	33	Admissions counselors accurately portray the campus in their recruiting practices.	6.39	5.36	2.01	1.03	6.38	6.07	1.31	0.31	-0.71	★★
	52	This school does whatever it can to help me reach my educational goals.	6.39	5.26	2.09	1.13	6.47	5.92	1.41	0.55	-0.66	★★
	2	Faculty care about me as an individual.	6.38	5.24	2.09	1.14	6.28	5.85	1.38	0.43	-0.61	★★
	61	Faculty are usually available after class and during office hours.	6.37	6.00	1.48	0.37	6.44	6.17	1.22	0.27	-0.17	
	4	Security staff are helpful.	6.36	6.56	0.81	-0.20	6.27	6.01	1.35	0.26	0.55	★★
	48	Counseling staff care about students as individuals.	6.36	5.71	1.97	0.65	6.48	6.10	1.34	0.38	-0.39	
	40	My academic advisor is knowledgeable about the transfer requirements of other schools.	6.35	5.65	1.77	0.70	6.48	5.98	1.48	0.50	-0.33	
	87	Cost as factor in decision to enroll.	6.33				6.41					
	8	Classes are scheduled at times that are convenient for me.	6.30	5.80	1.65	0.50	6.45	5.90	1.43	0.55	-0.10	
	89	Academic reputation as factor in decision to enroll.	6.30				6.13					
	6	My academic advisor is approachable.	6.26	6.00	1.43	0.26	6.48	6.05	1.46	0.43	-0.05	
	25	My academic advisor is concerned about my success as an individual.	6.26	5.40	1.96	0.86	6.38	5.79	1.61	0.59	-0.39	
	67	Channels for expressing student complaints are readily available.	6.25	5.13	2.16	1.12	6.33	5.62	1.70	0.71	-0.49	
	54	Faculty are interested in my academic problems.	6.24	5.15	2.35	1.09	6.35	5.83	1.49	0.52	-0.68	★★
	12	My academic advisor helps me set goals to work toward.	6.22	5.00	2.03	1.22	6.31	5.77	1.66	0.54	-0.77	★★

★ 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
	76	Campus item: My instructor taught me how to study for their exams.	6.22	5.53	1.89	0.69						
	32	My academic advisor is knowledgeable about my program requirements.	6.21	5.20	2.12	1.01	6.55	6.05	1.46	0.50	-0.85	★★★
	38	The student center is a comfortable place for students to spend their leisure time.	6.21	5.97	1.44	0.24	6.29	6.15	1.25	0.14	-0.18	
	13	Financial aid awards are announced to students in time to be helpful in college planning.	6.20	5.07	2.28	1.13	6.41	5.80	1.53	0.61	-0.73	★★
	19	This campus provides effective support services for single parents.	6.20	5.05	2.16	1.15	6.19	5.78	1.55	0.41	-0.73	★
	21	There are a sufficient number of study areas on campus.	6.20	6.09	1.55	0.11	6.37	6.20	1.22	0.17	-0.11	
	65	Students are notified early in the term if they are doing poorly in a class.	6.20	4.98	2.14	1.22	6.37	5.68	1.66	0.69	-0.70	★★
	37	Faculty take into consideration student differences as they teach a course.	6.18	5.25	2.15	0.93	6.40	5.83	1.45	0.57	-0.58	★★
	63	I seldom get the "run-around" when seeking information on this campus.	6.17	5.10	2.30	1.07	6.30	5.78	1.56	0.52	-0.68	★★
	14	Library resources and services are adequate.	6.16	6.23	1.27	-0.07	6.44	6.23	1.17	0.21	0.00	
	1	Most students feel a sense of belonging here.	6.14	5.29	2.02	0.85	6.15	5.85	1.31	0.30	-0.56	★★
	17	Personnel in the Veterans' Services program are helpful.	6.14	5.94	1.66	0.20	6.15	5.89	1.44	0.26	0.05	
	23	Faculty are understanding of students' unique life circumstances.	6.13	5.33	2.02	0.80	6.45	5.87	1.48	0.58	-0.54	★
	77	Campus item: I feel other students help me when I don't understand assignments.	6.07	6.12	1.43	-0.05						
	79	Campus item: It was easy to find a study group when preparing for tests or exams.	6.06	5.20	2.17	0.86						
	44	I generally know what's happening on campus.	6.05	5.84	1.48	0.21	6.01	5.69	1.54	0.32	0.15	
	59	New student orientation services help students adjust to college.	6.05	5.76	1.65	0.29	6.34	5.99	1.42	0.35	-0.23	
	93	Geographic setting as factor in decision to enroll.	5.79				5.94					
	95	Personalized attention prior to enrollment as factor in decision to enroll.	5.73				5.76					
	90	Size of institution as factor in decision to enroll.	5.57				5.54					
	94	Campus appearance as factor in decision to enroll.	5.27				5.59					
	92	Recommendations from family/friends as factor in decision to enroll.	5.21				5.43					
	10	Child care facilities are available on campus.	5.11	3.62	2.62	1.49	5.68	5.23	2.01	0.45	-1.61	★★★

- ★ 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

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
	91	Opportunity to play sports as factor in decision to enroll.	4.08				4.48					
	81	Institution's commitment to part-time students?		6.12	1.41			6.13	1.26		-0.01	
	82	Institution's commitment to evening students?		5.70	1.86			6.02	1.37		-0.32	
	83	Institution's commitment to older, returning learners?		6.18	1.18			6.15	1.32		0.03	
	84	Institution's commitment to under-represented populations?		5.81	1.66			6.12	1.29		-0.31	
	85	Institution's commitment to commuters?		5.68	1.89			6.04	1.35		-0.36	
	86	Institution's commitment to students with disabilities?		5.77	1.75			6.19	1.27		-0.42	
★	Difference statistically significant at the .05 level						National Group Means are based on 86,680 records					
★★	Difference statistically significant at the .01 level											
★★★	Difference statistically significant at the .001 level											

Institutional Summary

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

Scale
Academic Advising/Counseling

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
6		My academic advisor is approachable.	6.26	6.00	1.43	0.26	6.48	6.05	1.46	0.43	-0.05	
12		My academic advisor helps me set goals to work toward.	6.22	5.00	2.03	1.22	6.31	5.77	1.66	0.54	-0.77	★★
25		My academic advisor is concerned about my success as an individual.	6.26	5.40	1.96	0.86	6.38	5.79	1.61	0.59	-0.39	
32		My academic advisor is knowledgeable about my program requirements.	6.21	5.20	2.12	1.01	6.55	6.05	1.46	0.50	-0.85	★★★
40		My academic advisor is knowledgeable about the transfer requirements of other schools.	6.35	5.65	1.77	0.70	6.48	5.98	1.48	0.50	-0.33	
48		Counseling staff care about students as individuals.	6.36	5.71	1.97	0.65	6.48	6.10	1.34	0.38	-0.39	
52		This school does whatever it can to help me reach my educational goals.	6.39	5.26	2.09	1.13	6.47	5.92	1.41	0.55	-0.66	★★

- ★ 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

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
	14	Library resources and services are adequate.	6.16	6.23	1.27	-0.07	6.44	6.23	1.17	0.21	0.00	
	21	There are a sufficient number of study areas on campus.	6.20	6.09	1.55	0.11	6.37	6.20	1.22	0.17	-0.11	
★	26	Library staff are helpful and approachable.	6.52	6.53	1.11	-0.01	6.40	6.30	1.12	0.10	0.23	
★	34	Computers and/or Wi-Fi are adequate and accessible.	6.61	6.56	1.01	0.05	6.50	6.16	1.29	0.34	0.40	★
🚩	42	The equipment in the lab facilities is kept up to date.	6.48	5.44	1.93	1.04	6.46	6.08	1.29	0.38	-0.64	★★
★	50	Tutoring services are readily available.	6.53	6.46	1.01	0.07	6.47	6.23	1.23	0.24	0.23	
🚩	55	Academic support services adequately meet the needs of students.	6.54	5.38	1.84	1.16	6.45	6.04	1.32	0.41	-0.66	★★

- ★ 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.	6.49	5.60	1.94	0.89	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.	6.20	5.07	2.28	1.13	6.41	5.80	1.53	0.61	-0.73	★★
	20	Financial aid counselors are helpful.	6.69	5.56	2.05	1.13	6.44	5.89	1.50	0.55	-0.33	
	33	Admissions counselors accurately portray the campus in their recruiting practices.	6.39	5.36	2.01	1.03	6.38	6.07	1.31	0.31	-0.71	★★
	41	Admissions staff are knowledgeable.	6.73	5.98	1.46	0.75	6.50	6.16	1.24	0.34	-0.18	
	49	Admissions counselors respond to prospective students' unique needs and requests.	6.45	5.68	1.80	0.77	6.43	6.05	1.32	0.38	-0.37	

- ★ 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

Scale

Campus Climate

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
	1	Most students feel a sense of belonging here.	6.14	5.29	2.02	0.85	6.15	5.85	1.31	0.30	-0.56	★★
	2	Faculty care about me as an individual.	6.38	5.24	2.09	1.14	6.28	5.85	1.38	0.43	-0.61	★★
🚩	16	The college shows concern for students as individuals.	6.67	5.47	2.20	1.20	6.35	5.79	1.49	0.56	-0.32	
★	22	People on this campus respect and are supportive of each other.	6.51	6.09	1.51	0.42	6.43	6.14	1.20	0.29	-0.05	
	27	The campus staff are caring and helpful.	6.39	5.88	1.58	0.51	6.46	6.20	1.16	0.26	-0.32	
	28	It is an enjoyable experience to be a student on this campus.	6.59	5.70	1.98	0.89	6.45	6.08	1.32	0.37	-0.38	
★	31	The campus is safe and secure for all students.	6.71	6.37	1.40	0.34	6.62	6.31	1.08	0.31	0.06	
	36	Students are made to feel welcome on this campus.	6.41	6.02	1.61	0.39	6.52	6.24	1.18	0.28	-0.22	
	44	I generally know what's happening on campus.	6.05	5.84	1.48	0.21	6.01	5.69	1.54	0.32	0.15	
★	45	This institution has a good reputation within the community.	6.51	6.05	1.79	0.46	6.41	6.26	1.16	0.15	-0.21	
	52	This school does whatever it can to help me reach my educational goals.	6.39	5.26	2.09	1.13	6.47	5.92	1.41	0.55	-0.66	★★
	57	Administrators are approachable to students.	6.54	5.68	1.69	0.86	6.39	6.01	1.37	0.38	-0.33	
	59	New student orientation services help students adjust to college.	6.05	5.76	1.65	0.29	6.34	5.99	1.42	0.35	-0.23	
	63	I seldom get the "run-around" when seeking information on this campus.	6.17	5.10	2.30	1.07	6.30	5.78	1.56	0.52	-0.68	★★
	67	Channels for expressing student complaints are readily available.	6.25	5.13	2.16	1.12	6.33	5.62	1.70	0.71	-0.49	

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

National Group Means are based on 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.	5.11	3.62	2.62	1.49	5.68	5.23	2.01	0.45	-1.61	★★★
17		Personnel in the Veterans' Services program are helpful.	6.14	5.94	1.66	0.20	6.15	5.89	1.44	0.26	0.05	
19		This campus provides effective support services for single parents.	6.20	5.05	2.16	1.15	6.19	5.78	1.55	0.41	-0.73	★
30		The career services office provides students with the help they need to get a job.	6.39	5.88	1.64	0.51	6.41	6.02	1.36	0.39	-0.14	
38		The student center is a comfortable place for students to spend their leisure time.	6.21	5.97	1.44	0.24	6.29	6.15	1.25	0.14	-0.18	
47		There are adequate services to help me decide upon a career.	6.57	5.55	1.91	1.02	6.41	5.97	1.37	0.44	-0.42	
59		New student orientation services help students adjust to college.	6.05	5.76	1.65	0.29	6.34	5.99	1.42	0.35	-0.23	

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

National Group Means are based on 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						
<div>Scale</div> <div>Concern for the Individual</div>												
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	2	Faculty care about me as an individual.	6.38	5.24	2.09	1.14	6.28	5.85	1.38	0.43	-0.61	★★
🚩	16	The college shows concern for students as individuals.	6.67	5.47	2.20	1.20	6.35	5.79	1.49	0.56	-0.32	
	25	My academic advisor is concerned about my success as an individual.	6.26	5.40	1.96	0.86	6.38	5.79	1.61	0.59	-0.39	
	29	Faculty are fair and unbiased in their treatment of individual students.	6.40	5.51	2.11	0.89	6.53	6.07	1.35	0.46	-0.56	★★
	48	Counseling staff care about students as individuals.	6.36	5.71	1.97	0.65	6.48	6.10	1.34	0.38	-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

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												
Instructional Effectiveness												
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
🚩	2	Faculty care about me as an individual.	6.38	5.24	2.09	1.14	6.28	5.85	1.38	0.43	-0.61	★★
	18	The quality of instruction I receive in most of my classes is excellent.	6.69	5.21	2.25	1.48	6.55	5.89	1.36	0.66	-0.68	★★
	23	Faculty are understanding of students' unique life circumstances.	6.13	5.33	2.02	0.80	6.45	5.87	1.48	0.58	-0.54	★
	29	Faculty are fair and unbiased in their treatment of individual students.	6.40	5.51	2.11	0.89	6.53	6.07	1.35	0.46	-0.56	★★
	37	Faculty take into consideration student differences as they teach a course.	6.18	5.25	2.15	0.93	6.40	5.83	1.45	0.57	-0.58	★★
	46	Faculty provide timely feedback about student progress in a course.	6.49	5.57	1.89	0.92	6.48	5.91	1.40	0.57	-0.34	
	54	Faculty are interested in my academic problems.	6.24	5.15	2.35	1.09	6.35	5.83	1.49	0.52	-0.68	★★
	58	Nearly all of the faculty are knowledgeable in their fields.	6.70	5.76	1.85	0.94	6.58	6.21	1.18	0.37	-0.45	★
	61	Faculty are usually available after class and during office hours.	6.37	6.00	1.48	0.37	6.44	6.17	1.22	0.27	-0.17	
🚩	64	Nearly all classes deal with practical experiences and applications.	6.53	5.45	2.11	1.08	6.38	5.96	1.31	0.42	-0.51	★
	65	Students are notified early in the term if they are doing poorly in a class.	6.20	4.98	2.14	1.22	6.37	5.68	1.66	0.69	-0.70	★★
	66	Program requirements are clear and reasonable.	6.44	5.89	1.79	0.55	6.54	6.09	1.30	0.45	-0.20	
★	69	There is a good variety of courses provided on this campus.	6.49	6.14	1.09	0.35	6.53	6.22	1.19	0.31	-0.08	
	70	I am able to experience intellectual growth here.	6.60	5.88	1.87	0.72	6.58	6.28	1.15	0.30	-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

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 <div>Registration Effectiveness</div>												
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	5	The personnel involved in registration are helpful.	6.45	5.76	1.71	0.69	6.44	6.02	1.37	0.42	-0.26	
	8	Classes are scheduled at times that are convenient for me.	6.30	5.80	1.65	0.50	6.45	5.90	1.43	0.55	-0.10	
	15	I am able to register for classes I need with few conflicts.	6.63	5.82	1.68	0.81	6.51	5.97	1.40	0.54	-0.15	
	35	Policies and procedures regarding registration and course selection are clear and well-p...	6.49	5.60	1.74	0.89	6.49	6.04	1.31	0.45	-0.44	★
★	43	Class change (drop/add) policies are reasonable.	6.51	6.15	1.64	0.36	6.44	6.13	1.30	0.31	0.02	
★	51	There are convenient ways of paying my school bill.	6.49	6.00	1.52	0.49	6.48	6.13	1.31	0.35	-0.13	
	56	The business office is open during hours which are convenient for most students.	6.78	5.97	1.60	0.81	6.39	6.04	1.31	0.35	-0.07	
	60	Billing policies are reasonable.	6.49	5.72	1.88	0.77	6.43	6.04	1.32	0.39	-0.32	
★	62	Bookstore staff are helpful.	6.50	6.13	1.40	0.37	6.36	6.14	1.31	0.22	-0.01	

- ★ 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												
Responsiveness to Diverse Populations												
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
81		Institution's commitment to part-time students?		6.12	1.41			6.13	1.26		-0.01	
82		Institution's commitment to evening students?		5.70	1.86			6.02	1.37		-0.32	
83		Institution's commitment to older, returning learners?		6.18	1.18			6.15	1.32		0.03	
84		Institution's commitment to under-represented populations?		5.81	1.66			6.12	1.29		-0.31	
85		Institution's commitment to commuters?		5.68	1.89			6.04	1.35		-0.36	
86		Institution's commitment to students with disabilities?		5.77	1.75			6.19	1.27		-0.42	

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

National Group Means are based on 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						
<div>Scale <div>Safety and Security</div></div>												
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
<div>★</div>	4	Security staff are helpful.	6.36	6.56	0.81	-0.20	6.27	6.01	1.35	0.26	0.55	★★
	11	Security staff respond quickly in emergencies.	6.56	6.26	1.12	0.30	6.49	6.09	1.28	0.40	0.17	
	24	Parking lots are well-lighted and secure.	6.58	6.07	1.69	0.51	6.41	6.06	1.33	0.35	0.01	
	31	The campus is safe and secure for all students.	6.71	6.37	1.40	0.34	6.62	6.31	1.08	0.31	0.06	
	39	The amount of student parking space on campus is adequate.	6.49	6.45	0.87	0.04	6.41	5.97	1.49	0.44	0.48	★

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

National Group Means are based on 86,680 records

Institutional Summary

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

University of Arkansas - Pulaski Technical College - SSI						National Community Colleges 2021-2024							
Scale <div>Service Excellence</div>													
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS	
★	5	The personnel involved in registration are helpful.	6.45	5.76	1.71	0.69	6.44	6.02	1.37	0.42	-0.26		
	22	People on this campus respect and are supportive of each other.	6.51	6.09	1.51	0.42	6.43	6.14	1.20	0.29	-0.05		
★	26	Library staff are helpful and approachable.	6.52	6.53	1.11	-0.01	6.40	6.30	1.12	0.10	0.23		
	27	The campus staff are caring and helpful.	6.39	5.88	1.58	0.51	6.46	6.20	1.16	0.26	-0.32		
	44	I generally know what's happening on campus.	6.05	5.84	1.48	0.21	6.01	5.69	1.54	0.32	0.15		
	57	Administrators are approachable to students.	6.54	5.68	1.69	0.86	6.39	6.01	1.37	0.38	-0.33		
★	62	Bookstore staff are helpful.	6.50	6.13	1.40	0.37	6.36	6.14	1.31	0.22	-0.01		
	63	I seldom get the "run-around" when seeking information on this campus.	6.17	5.10	2.30	1.07	6.30	5.78	1.56	0.52	-0.68	★★	
	67	Channels for expressing student complaints are readily available.	6.25	5.13	2.16	1.12	6.33	5.62	1.70	0.71	-0.49		

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

National Group Means are based on 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 <div>Student Centeredness</div>												
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	1	Most students feel a sense of belonging here.	6.14	5.29	2.02	0.85	6.15	5.85	1.31	0.30	-0.56	★★
🚩	16	The college shows concern for students as individuals.	6.67	5.47	2.20	1.20	6.35	5.79	1.49	0.56	-0.32	
	27	The campus staff are caring and helpful.	6.39	5.88	1.58	0.51	6.46	6.20	1.16	0.26	-0.32	
	28	It is an enjoyable experience to be a student on this campus.	6.59	5.70	1.98	0.89	6.45	6.08	1.32	0.37	-0.38	
	36	Students are made to feel welcome on this campus.	6.41	6.02	1.61	0.39	6.52	6.24	1.18	0.28	-0.22	
	57	Administrators are approachable to students.	6.54	5.68	1.69	0.86	6.39	6.01	1.37	0.38	-0.33	

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

National Group Means are based on 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
	1	Most students feel a sense of belonging here.	6.14	5.29	2.02	0.85	6.15	5.85	1.31	0.30	-0.56	★★
	2	Faculty care about me as an individual.	6.38	5.24	2.09	1.14	6.28	5.85	1.38	0.43	-0.61	★★
🚩	3	The quality of instruction in the vocational/technical programs is excellent.	6.47	5.33	2.11	1.14	6.40	5.87	1.33	0.53	-0.54	★★
	4	Security staff are helpful.	6.36	6.56	0.81	-0.20	6.27	6.01	1.35	0.26	0.55	★★
	5	The personnel involved in registration are helpful.	6.45	5.76	1.71	0.69	6.44	6.02	1.37	0.42	-0.26	
	6	My academic advisor is approachable.	6.26	6.00	1.43	0.26	6.48	6.05	1.46	0.43	-0.05	
	7	Adequate financial aid is available for most students.	6.49	5.60	1.94	0.89	6.45	5.88	1.50	0.57	-0.28	
	8	Classes are scheduled at times that are convenient for me.	6.30	5.80	1.65	0.50	6.45	5.90	1.43	0.55	-0.10	
🚩	9	Internships or practical experiences are provided in my degree/certificate program.	6.50	5.16	2.07	1.34	6.25	5.70	1.58	0.55	-0.54	★
	10	Child care facilities are available on campus.	5.11	3.62	2.62	1.49	5.68	5.23	2.01	0.45	-1.61	★★★
★	11	Security staff respond quickly in emergencies.	6.56	6.26	1.12	0.30	6.49	6.09	1.28	0.40	0.17	
	12	My academic advisor helps me set goals to work toward.	6.22	5.00	2.03	1.22	6.31	5.77	1.66	0.54	-0.77	★★
	13	Financial aid awards are announced to students in time to be helpful in college planning.	6.20	5.07	2.28	1.13	6.41	5.80	1.53	0.61	-0.73	★★
	14	Library resources and services are adequate.	6.16	6.23	1.27	-0.07	6.44	6.23	1.17	0.21	0.00	
	15	I am able to register for classes I need with few conflicts.	6.63	5.82	1.68	0.81	6.51	5.97	1.40	0.54	-0.15	
🚩	16	The college shows concern for students as individuals.	6.67	5.47	2.20	1.20	6.35	5.79	1.49	0.56	-0.32	
	17	Personnel in the Veterans' Services program are helpful.	6.14	5.94	1.66	0.20	6.15	5.89	1.44	0.26	0.05	
🚩	18	The quality of instruction I receive in most of my classes is excellent.	6.69	5.21	2.25	1.48	6.55	5.89	1.36	0.66	-0.68	★★
	19	This campus provides effective support services for single parents.	6.20	5.05	2.16	1.15	6.19	5.78	1.55	0.41	-0.73	★
🚩	20	Financial aid counselors are helpful.	6.69	5.56	2.05	1.13	6.44	5.89	1.50	0.55	-0.33	
	21	There are a sufficient number of study areas on campus.	6.20	6.09	1.55	0.11	6.37	6.20	1.22	0.17	-0.11	
★	22	People on this campus respect and are supportive of each other.	6.51	6.09	1.51	0.42	6.43	6.14	1.20	0.29	-0.05	

- ★ 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

<div> <div>Scale <input type="text" value="All"/></div> <div>University of Arkansas - Pulaski Technical College - SSI</div> <div>National Community Colleges 2021-2024</div> </div>												
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	23	Faculty are understanding of students' unique life circumstances.	6.13	5.33	2.02	0.80	6.45	5.87	1.48	0.58	-0.54	★
★	24	Parking lots are well-lighted and secure.	6.58	6.07	1.69	0.51	6.41	6.06	1.33	0.35	0.01	
	25	My academic advisor is concerned about my success as an individual.	6.26	5.40	1.96	0.86	6.38	5.79	1.61	0.59	-0.39	
★	26	Library staff are helpful and approachable.	6.52	6.53	1.11	-0.01	6.40	6.30	1.12	0.10	0.23	
	27	The campus staff are caring and helpful.	6.39	5.88	1.58	0.51	6.46	6.20	1.16	0.26	-0.32	
	28	It is an enjoyable experience to be a student on this campus.	6.59	5.70	1.98	0.89	6.45	6.08	1.32	0.37	-0.38	
	29	Faculty are fair and unbiased in their treatment of individual students.	6.40	5.51	2.11	0.89	6.53	6.07	1.35	0.46	-0.56	★★
	30	The career services office provides students with the help they need to get a job.	6.39	5.88	1.64	0.51	6.41	6.02	1.36	0.39	-0.14	
★	31	The campus is safe and secure for all students.	6.71	6.37	1.40	0.34	6.62	6.31	1.08	0.31	0.06	
	32	My academic advisor is knowledgeable about my program requirements.	6.21	5.20	2.12	1.01	6.55	6.05	1.46	0.50	-0.85	★★★
	33	Admissions counselors accurately portray the campus in their recruiting practices.	6.39	5.36	2.01	1.03	6.38	6.07	1.31	0.31	-0.71	★★
★	34	Computers and/or Wi-Fi are adequate and accessible.	6.61	6.56	1.01	0.05	6.50	6.16	1.29	0.34	0.40	★
	35	Policies and procedures regarding registration and course selection are clear and well-p...	6.49	5.60	1.74	0.89	6.49	6.04	1.31	0.45	-0.44	★
	36	Students are made to feel welcome on this campus.	6.41	6.02	1.61	0.39	6.52	6.24	1.18	0.28	-0.22	
	37	Faculty take into consideration student differences as they teach a course.	6.18	5.25	2.15	0.93	6.40	5.83	1.45	0.57	-0.58	★★
	38	The student center is a comfortable place for students to spend their leisure time.	6.21	5.97	1.44	0.24	6.29	6.15	1.25	0.14	-0.18	
★	39	The amount of student parking space on campus is adequate.	6.49	6.45	0.87	0.04	6.41	5.97	1.49	0.44	0.48	★
	40	My academic advisor is knowledgeable about the transfer requirements of other schools.	6.35	5.65	1.77	0.70	6.48	5.98	1.48	0.50	-0.33	
	41	Admissions staff are knowledgeable.	6.73	5.98	1.46	0.75	6.50	6.16	1.24	0.34	-0.18	
🚩	42	The equipment in the lab facilities is kept up to date.	6.48	5.44	1.93	1.04	6.46	6.08	1.29	0.38	-0.64	★★
★	43	Class change (drop/add) policies are reasonable.	6.51	6.15	1.64	0.36	6.44	6.13	1.30	0.31	0.02	
	44	I generally know what's happening on campus.	6.05	5.84	1.48	0.21	6.01	5.69	1.54	0.32	0.15	

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

National Group Means are based on 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
★	45	This institution has a good reputation within the community.	6.51	6.05	1.79	0.46	6.41	6.26	1.16	0.15	-0.21	
	46	Faculty provide timely feedback about student progress in a course.	6.49	5.57	1.89	0.92	6.48	5.91	1.40	0.57	-0.34	
	47	There are adequate services to help me decide upon a career.	6.57	5.55	1.91	1.02	6.41	5.97	1.37	0.44	-0.42	
	48	Counseling staff care about students as individuals.	6.36	5.71	1.97	0.65	6.48	6.10	1.34	0.38	-0.39	
	49	Admissions counselors respond to prospective students' unique needs and requests.	6.45	5.68	1.80	0.77	6.43	6.05	1.32	0.38	-0.37	
★	50	Tutoring services are readily available.	6.53	6.46	1.01	0.07	6.47	6.23	1.23	0.24	0.23	
★	51	There are convenient ways of paying my school bill.	6.49	6.00	1.52	0.49	6.48	6.13	1.31	0.35	-0.13	
	52	This school does whatever it can to help me reach my educational goals.	6.39	5.26	2.09	1.13	6.47	5.92	1.41	0.55	-0.66	★★
🚩	53	The assessment and course placement procedures are reasonable.	6.55	5.41	1.88	1.14	6.42	6.07	1.28	0.35	-0.66	★★★
	54	Faculty are interested in my academic problems.	6.24	5.15	2.35	1.09	6.35	5.83	1.49	0.52	-0.68	★★
🚩	55	Academic support services adequately meet the needs of students.	6.54	5.38	1.84	1.16	6.45	6.04	1.32	0.41	-0.66	★★
	56	The business office is open during hours which are convenient for most students.	6.78	5.97	1.60	0.81	6.39	6.04	1.31	0.35	-0.07	
	57	Administrators are approachable to students.	6.54	5.68	1.69	0.86	6.39	6.01	1.37	0.38	-0.33	
	58	Nearly all of the faculty are knowledgeable in their fields.	6.70	5.76	1.85	0.94	6.58	6.21	1.18	0.37	-0.45	★
	59	New student orientation services help students adjust to college.	6.05	5.76	1.65	0.29	6.34	5.99	1.42	0.35	-0.23	
	60	Billing policies are reasonable.	6.49	5.72	1.88	0.77	6.43	6.04	1.32	0.39	-0.32	
	61	Faculty are usually available after class and during office hours.	6.37	6.00	1.48	0.37	6.44	6.17	1.22	0.27	-0.17	
★	62	Bookstore staff are helpful.	6.50	6.13	1.40	0.37	6.36	6.14	1.31	0.22	-0.01	
	63	I seldom get the "run-around" when seeking information on this campus.	6.17	5.10	2.30	1.07	6.30	5.78	1.56	0.52	-0.68	★★
🚩	64	Nearly all classes deal with practical experiences and applications.	6.53	5.45	2.11	1.08	6.38	5.96	1.31	0.42	-0.51	★
	65	Students are notified early in the term if they are doing poorly in a class.	6.20	4.98	2.14	1.22	6.37	5.68	1.66	0.69	-0.70	★★
	66	Program requirements are clear and reasonable.	6.44	5.89	1.79	0.55	6.54	6.09	1.30	0.45	-0.20	

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
★	67	Channels for expressing student complaints are readily available.	6.25	5.13	2.16	1.12	6.33	5.62	1.70	0.71	-0.49	
	68	On the whole, the campus is well-maintained.	6.67	6.22	1.17	0.45	6.51	6.36	1.06	0.15	-0.14	
★	69	There is a good variety of courses provided on this campus.	6.49	6.14	1.09	0.35	6.53	6.22	1.19	0.31	-0.08	
	70	I am able to experience intellectual growth here.	6.60	5.88	1.87	0.72	6.58	6.28	1.15	0.30	-0.40	★
	71	Campus item: I was given an adequate amount of time to complete homework assignm...	6.48	5.59	1.73	0.89						
	72	Campus item: I was provided the technology and resources I needed to complete my a...	6.53	5.71	1.89	0.82						
	73	Campus item: My instructor was willing to help me when I requested it.	6.49	5.98	1.64	0.51						
	74	Campus item: I am given plenty of notice about upcoming exams so that I can study for...	6.55	5.89	1.64	0.66						
★	75	Campus item: I find the Online components, such as Blackboard, of my courses are easy...	6.65	6.00	1.69	0.65						
	76	Campus item: My instructor taught me how to study for their exams.	6.22	5.53	1.89	0.69						
	77	Campus item: I feel other students help me when I don't understand assignments.	6.07	6.12	1.43	-0.05						
	78	Campus item: The tutoring services at the Learning Assistance Center were helpful to me.	6.43	5.92	1.82	0.51						
	79	Campus item: It was easy to find a study group when preparing for tests or exams.	6.06	5.20	2.17	0.86						
★	80	Campus item: It would be beneficial to me to enroll each semester until I complete my ...	6.47	6.40	1.24	0.07						
	81	Institution's commitment to part-time students?		6.12	1.41			6.13	1.26		-0.01	
	82	Institution's commitment to evening students?		5.70	1.86			6.02	1.37		-0.32	
	83	Institution's commitment to older, returning learners?		6.18	1.18			6.15	1.32		0.03	
	84	Institution's commitment to under-represented populations?		5.81	1.66			6.12	1.29		-0.31	
	85	Institution's commitment to commuters?		5.68	1.89			6.04	1.35		-0.36	
	86	Institution's commitment to students with disabilities?		5.77	1.75			6.19	1.27		-0.42	
	87	Cost as factor in decision to enroll.	6.33				6.41					
	88	Financial aid as factor in decision to enroll.	6.43				6.33					

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

National Group Means are based on 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
89		Academic reputation as factor in decision to enroll.	6.30				6.13					
90		Size of institution as factor in decision to enroll.	5.57				5.54					
91		Opportunity to play sports as factor in decision to enroll.	4.08				4.48					
92		Recommendations from family/friends as factor in decision to enroll.	5.21				5.43					
93		Geographic setting as factor in decision to enroll.	5.79				5.94					
94		Campus appearance as factor in decision to enroll.	5.27				5.59					
95		Personalized attention prior to enrollment as factor in decision to enroll.	5.73				5.76					
★	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

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				
Scale <div>All</div>									
S/C	No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
	1	Most students feel a sense of belonging here.	80%	60%	20%	76%	68%	8%	-8%
	2	Faculty care about me as an individual.	83%	63%	20%	81%	69%	12%	-6%
🚩	3	The quality of instruction in the vocational/technical programs is excellent.	83%	61%	22%	85%	69%	16%	-8%
	4	Security staff are helpful.	82%	90%	-8%	80%	73%	7%	17%
	5	The personnel involved in registration are helpful.	81%	69%	12%	86%	74%	12%	-5%
	6	My academic advisor is approachable.	80%	74%	6%	87%	75%	12%	-1%
	7	Adequate financial aid is available for most students.	89%	67%	22%	86%	70%	16%	-3%
	8	Classes are scheduled at times that are convenient for me.	79%	65%	14%	86%	69%	17%	-4%
🚩	9	Internships or practical experiences are provided in my degree/certificate program.	86%	53%	33%	80%	64%	16%	-11%
	10	Child care facilities are available on campus.	63%	33%	30%	66%	56%	10%	-23%
★	11	Security staff respond quickly in emergencies.	87%	68%	19%	87%	75%	12%	-7%
	12	My academic advisor helps me set goals to work toward.	80%	45%	35%	82%	68%	14%	-23%
	13	Financial aid awards are announced to students in time to be helpful in college planning.	80%	58%	22%	85%	67%	18%	-9%
	14	Library resources and services are adequate.	82%	80%	2%	85%	80%	5%	0%
	15	I am able to register for classes I need with few conflicts.	91%	69%	22%	89%	73%	16%	-4%
🚩	16	The college shows concern for students as individuals.	93%	65%	28%	83%	67%	16%	-2%
	17	Personnel in the Veterans' Services program are helpful.	86%	67%	19%	77%	68%	9%	-1%
🚩	18	The quality of instruction I receive in most of my classes is excellent.	93%	60%	33%	90%	69%	21%	-9%
	19	This campus provides effective support services for single parents.	84%	50%	34%	79%	66%	13%	-16%
🚩	20	Financial aid counselors are helpful.	92%	64%	28%	86%	70%	16%	-6%
	21	There are a sufficient number of study areas on campus.	80%	75%	5%	83%	79%	4%	-4%
★	22	People on this campus respect and are supportive of each other.	89%	72%	17%	85%	77%	8%	-5%

National Group Means are based on 86,680 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."

		University of Arkansas - Pulaski Technical College - SSI			National Community Colleges 2021-2024					
Scale										
All										
①					①				①	
S/C	No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference	
★	23	Faculty are understanding of students' unique life circumstances.	77%	56%	21%	86%	70%	16%	-14%	
	24	Parking lots are well-lighted and secure.	89%	77%	12%	85%	74%	11%	3%	
★	25	My academic advisor is concerned about my success as an individual.	81%	58%	23%	84%	69%	15%	-11%	
	26	Library staff are helpful and approachable.	90%	89%	1%	84%	82%	2%	7%	
	27	The campus staff are caring and helpful.	85%	72%	13%	86%	79%	7%	-7%	
	28	It is an enjoyable experience to be a student on this campus.	91%	73%	18%	86%	76%	10%	-3%	
	29	Faculty are fair and unbiased in their treatment of individual students.	87%	69%	18%	89%	76%	13%	-7%	
★	30	The career services office provides students with the help they need to get a job.	85%	68%	17%	85%	74%	11%	-6%	
	31	The campus is safe and secure for all students.	94%	80%	14%	91%	82%	9%	-2%	
	32	My academic advisor is knowledgeable about my program requirements.	81%	59%	22%	89%	76%	13%	-17%	
	33	Admissions counselors accurately portray the campus in their recruiting practices.	83%	61%	22%	84%	75%	9%	-14%	
★	34	Computers and/or Wi-Fi are adequate and accessible.	93%	91%	2%	88%	78%	10%	13%	
	35	Policies and procedures regarding registration and course selection are clear and well-...	87%	64%	23%	88%	74%	14%	-10%	
	36	Students are made to feel welcome on this campus.	89%	78%	11%	88%	80%	8%	-2%	
	37	Faculty take into consideration student differences as they teach a course.	78%	59%	19%	85%	68%	17%	-9%	
	38	The student center is a comfortable place for students to spend their leisure time.	79%	67%	12%	81%	78%	3%	-11%	
★	39	The amount of student parking space on campus is adequate.	87%	84%	3%	85%	73%	12%	11%	
	40	My academic advisor is knowledgeable about the transfer requirements of other schoo...	85%	59%	26%	87%	74%	13%	-15%	
	41	Admissions staff are knowledgeable.	93%	68%	25%	88%	78%	10%	-10%	
🚩	42	The equipment in the lab facilities is kept up to date.	83%	59%	24%	87%	75%	12%	-16%	
★	43	Class change (drop/add) policies are reasonable.	87%	79%	8%	86%	77%	9%	2%	

National Group Means are based on 86,680 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."

University of Arkansas - Pulaski Technical College - SSI				National Community Colleges 2021-2024					
<div>Scale <div>All</div></div>									
S/C	No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
★	44	I generally know what's happening on campus.	72%	64%	8%	72%	64%	8%	0%
★	45	This institution has a good reputation within the community.	87%	77%	10%	85%	81%	4%	-4%
	46	Faculty provide timely feedback about student progress in a course.	91%	61%	30%	88%	71%	17%	-10%
	47	There are adequate services to help me decide upon a career.	93%	60%	33%	85%	72%	13%	-12%
	48	Counseling staff care about students as individuals.	86%	68%	18%	87%	76%	11%	-8%
	49	Admissions counselors respond to prospective students' unique needs and requests.	87%	62%	25%	86%	75%	11%	-13%
★	50	Tutoring services are readily available.	89%	80%	9%	87%	80%	7%	0%
★	51	There are convenient ways of paying my school bill.	86%	73%	13%	87%	77%	10%	-4%
	52	This school does whatever it can to help me reach my educational goals.	86%	56%	30%	87%	71%	16%	-15%
🚩	53	The assessment and course placement procedures are reasonable.	90%	56%	34%	85%	75%	10%	-19%
	54	Faculty are interested in my academic problems.	86%	63%	23%	83%	69%	14%	-6%
🚩	55	Academic support services adequately meet the needs of students.	94%	56%	38%	86%	75%	11%	-19%
	56	The business office is open during hours which are convenient for most students.	94%	71%	23%	84%	74%	10%	-3%
	57	Administrators are approachable to students.	90%	60%	30%	84%	74%	10%	-14%
	58	Nearly all of the faculty are knowledgeable in their fields.	95%	74%	21%	90%	80%	10%	-6%
	59	New student orientation services help students adjust to college.	84%	62%	22%	83%	73%	10%	-11%
	60	Billing policies are reasonable.	93%	69%	24%	86%	74%	12%	-5%
	61	Faculty are usually available after class and during office hours.	83%	70%	13%	86%	78%	8%	-8%
★	62	Bookstore staff are helpful.	89%	78%	11%	83%	78%	5%	0%
	63	I seldom get the "run-around" when seeking information on this campus.	81%	60%	21%	82%	68%	14%	-8%
🚩	64	Nearly all classes deal with practical experiences and applications.	91%	68%	23%	84%	71%	13%	-3%

National Group Means are based on 86,680 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."

		University of Arkansas - Pulaski Technical College - SSI			National Community Colleges 2021-2024				
Scale <div><div>All</div></div>									
<div>①</div>				<div>①</div>			<div>①</div>	<div>🔍</div>	
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.	78%	53%	25%	84%	65%	19%	-12%
	66	Program requirements are clear and reasonable.	87%	69%	18%	89%	76%	13%	-7%
	67	Channels for expressing student complaints are readily available.	85%	53%	32%	83%	64%	19%	-11%
★	68	On the whole, the campus is well-maintained.	96%	82%	14%	88%	84%	4%	-2%
★	69	There is a good variety of courses provided on this campus.	88%	71%	17%	89%	80%	9%	-9%
	70	I am able to experience intellectual growth here.	88%	73%	15%	90%	82%	8%	-9%
	71	Campus item: I was given an adequate amount of time to complete homework assign...	85%	65%	20%				
	72	Campus item: I was provided the technology and resources I needed to complete my a...	87%	71%	16%				
	73	Campus item: My instructor was willing to help me when I requested it.	87%	78%	9%				
	74	Campus item: I am given plenty of notice about upcoming exams so that I can study fo...	91%	74%	17%				
★	75	Campus item: I find the Online components, such as Blackboard, of my courses are eas...	91%	79%	12%				
	76	Campus item: My instructor taught me how to study for their exams.	80%	64%	16%				
	77	Campus item: I feel other students help me when I don't understand assignments.	73%	76%	-3%				
	78	Campus item: The tutoring services at the Learning Assistance Center were helpful to ...	87%	72%	15%				
	79	Campus item: It was easy to find a study group when preparing for tests or exams.	78%	53%	25%				
★	80	Campus item: It would be beneficial to me to enroll each semester until I complete my ...	87%	88%	-1%				
	81	Institution's commitment to part-time students?		76%			77%		-1%
	82	Institution's commitment to evening students?		64%			74%		-10%
	83	Institution's commitment to older, returning learners?		76%			78%		-2%
	84	Institution's commitment to under-represented populations?		71%			77%		-6%
	85	Institution's commitment to commuters?		71%			75%		-4%
	86	Institution's commitment to students with disabilities?		71%			79%		-8%

National Group Means are based on 86,680 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."

University of Arkansas - Pulaski Technical College - SSI				National Community Colleges 2021-2024					
Scale <div>All</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
87		Cost as factor in decision to enroll.	78%			85%			
88		Financial aid as factor in decision to enroll.	82%			83%			
89		Academic reputation as factor in decision to enroll.	81%			77%			
90		Size of institution as factor in decision to enroll.	67%			61%			
91		Opportunity to play sports as factor in decision to enroll.	42%			45%			
92		Recommendations from family/friends as factor in decision to enroll.	58%			60%			
93		Geographic setting as factor in decision to enroll.	69%			72%			
94		Campus appearance as factor in decision to enroll.	56%			62%			
95		Personalized attention prior to enrollment as factor in decision to enroll.	68%			67%			

National Group Means are based on 86,680 records

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?	4.63	5.18	-0.55	★★
1= Much worse than I expected	12%	1%		
2= Quite a bit worse than I expected	4%	1%		
3= Worse than I expected	10%	5%		
4= About what I expected	16%	26%		
5= Better than I expected	20%	24%		
6= Quite a bit better than I expected	8%	15%		
7= Much better than I expected	27%	24%		
Rate your overall satisfaction with your experience here thus far.	5.17	5.74	-0.57	★★
1= Not satisfied at all	6%	1%		
2= Not very satisfied	10%	1%		
3= Somewhat dissatisfied	8%	4%		
4= Neutral	4%	9%		
5= Somewhat satisfied	10%	13%		
6= Satisfied	27%	38%		
7= Very satisfied	33%	31%		
All in all, if you had it to do over again, would you enroll here?	5.40	6.07	-0.67	★★★
1= Definitely not	8%	1%		
2= Probably not	10%	2%		
3= Maybe not	0%	2%		
4= I don't know	8%	5%		
5= Maybe yes	6%	8%		
6= Probably yes	20%	28%		
7= Definitely yes	45%	51%		

- ★ 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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