

Demographics

Gender		N	%	Class Level		N	%
Female		610	71.26%	1 year or less		346	40.80%
Male		246	28.74%	2 years		353	41.63%
Total		856	100.00%	3 years		99	11.67%
No Response		245		4 or more years		50	5.90%
				Total		848	100.00%
				No Response		253	

Age		N	%	Current GPA		N	%
18 and under		140	16.37%	No credits earned		78	9.26%
19 to 24		385	45.03%	1.99 or below		15	1.78%
25 to 34		193	22.57%	2.0 - 2.49		88	10.45%
35 to 44		89	10.41%	2.5 - 2.99		191	22.68%
45 and over		48	5.61%	3.0 - 3.49		266	31.59%
Total		855	100.00%	3.5 or above		204	24.23%
No Response		246		Total		842	100.00%
				No Response		259	

Ethnicity/Race		N	%	Educational Goal		N	%
African-American		186	21.83%	Associate degree		487	57.63%
American Indian or Alaskan Native		55	6.46%	Vocational/technical program		73	8.64%
Asian or Pacific Islander		11	1.29%	Transfer to another institution		169	20.00%
Caucasian/White		506	59.39%	Certification (initial / renewal)		44	5.21%
Hispanic		40	4.69%	Self-improvement/pleasure		3	0.36%
Other race		18	2.11%	Job-related training		17	2.01%
Race - Prefer not to respond		36	4.23%	Other educational goal		52	6.15%
Total		852	100.00%	Total		845	100.00%
No Response		249		No Response		256	

Current Enrollment Status		N	%	Employment		N	%
Day		767	90.98%	Full-time off campus		342	32.11%
Evening		64	7.59%	Part-time off campus		346	32.49%
Weekend		12	1.42%	Full-time on campus		37	3.47%
Total		843	100.00%	Part-time on campus		24	2.25%
No Response		258		Not employed		316	29.67%
				Total		1065	100.00%
				No Response		36	

Current Class Load		N	%
Full-time		649	76.35%
Part-time		201	23.65%
Total		850	100.00%
No Response		251	

Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	2	0.19%	Campus item 2 - Answer 1	0	0%
Own house	346	32.92%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	143	13.61%	Campus item 2 - Answer 3	0	0%
Parent's home	480	45.67%	Campus item 2 - Answer 4	0	0%
Other residence	80	7.61%	Campus item 2 - Answer 5	0	0%
Total	1051	100.00%	Campus item 2 - Answer 6	0	0%
No Response	50		Total	0	100.00%
			No Response	1101	

Residence Classification			Group Code		
	N	%		N	%
In-state	1020	98.84%	1001: Accounting	41	3.98%
Out-of-state	7	0.68%	1002: Automotive Technology	6	0.58%
International (not U.S. citizen)	5	0.48%	1003: Business	117	11.36%
Total	1032	100.00%	1004: Cardiopulmonary Care	27	2.62%
No Response	69		1005: Criminal Justice	61	5.92%
			1007: Marine Diesel	13	1.26%
			1008: Drafting and Design	30	2.91%
			1009: Electrician	25	2.43%
			1010: General Studies	126	12.23%
			1011: Integrated Production Technologies	34	3.30%
			1012: Louisiana Transfer	40	3.88%
			1013: Machine Tool Technology	15	1.46%
			1014: Nursing	227	22.04%
			1015: Office Systems Technology	21	2.04%
			1016: Patient Care Technology	7	0.68%
			1017: Phlebotomy	8	0.78%
			1018: Practical Nursing	45	4.37%
			1019: Technical Studies	6	0.58%
			1020: Welding	8	0.78%
			1021: Medical Laboratory Technician	18	1.75%
			1022: Medical Coding	16	1.55%
			1023: Air Conditioning and Refrigeration	6	0.58%
			1024: Surgical Technology	33	3.20%
			1025: Nursing & Allied Health Other (MCA, NA, EKG, etc.)	40	3.88%
			1026: Other	60	5.83%
			Total	1030	100.00%
			No Response	71	

Disabilities		
	N	%
Yes - Disability	96	9.28%
No - Disability	939	90.72%
Total	1035	100.00%
No Response	66	

Institution Was My		
	N	%
1st choice	708	68.41%
2nd choice	267	25.80%
3rd choice or lower	60	5.80%
Total	1035	100.00%
No Response	66	

Age 26+		
	N	%
Yes	375	36.23%
No	660	63.77%
Campus item - Answer 3	0	0.00%
Campus item - Answer 4	0	0.00%
Campus item - Answer 5	0	0.00%
Campus item - Answer 6	0	0.00%
Total	1035	100.00%
No Response	66	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 31. The campus is safe and secure for all students.
- 50. Tutoring services are readily available.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 26. Library staff are helpful and approachable.
- 68. On the whole, the campus is well-maintained.
- 36. Students are made to feel welcome on this campus.
- 70. I am able to experience intellectual growth here.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 69. There is a good variety of courses provided on this campus.
- 27. The campus staff are caring and helpful.
- 53. The assessment and course placement procedures are reasonable.
- 45. This institution has a good reputation within the community.
- 56. The business office is open during hours which are convenient for most students.
- 14. Library resources and services are adequate.
- 61. Faculty are usually available after class and during office hours.
- 43. Class change (drop/add) policies are reasonable.
- 62. Bookstore staff are helpful.
- 34. Computer labs are adequate and accessible.
- 72. Campus item: I have adequate online course options.

Challenges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 52. This school does whatever it can to help me reach my educational goals.
- 30. The career services office provides students with the help they need to get a job.
- 46. Faculty provide timely feedback about student progress in a course.
- 15. I am able to register for classes I need with few conflicts.
- 20. Financial aid counselors are helpful.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Community Colleges

- 31. The campus is safe and secure for all students.
- 50. Tutoring services are readily available.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 26. Library staff are helpful and approachable.
- 68. On the whole, the campus is well-maintained.
- 36. Students are made to feel welcome on this campus.
- 70. I am able to experience intellectual growth here.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 69. There is a good variety of courses provided on this campus.
- 27. The campus staff are caring and helpful.
- 52. This school does whatever it can to help me reach my educational goals.
- 53. The assessment and course placement procedures are reasonable.
- 42. The equipment in the lab facilities is kept up to date.
- 45. This institution has a good reputation within the community.
- 56. The business office is open during hours which are convenient for most students.
- 57. Administrators are approachable to students.
- 66. Program requirements are clear and reasonable.
- 14. Library resources and services are adequate.
- 30. The career services office provides students with the help they need to get a job.
- 32. My academic advisor is knowledgeable about my program requirements.
- 49. Admissions counselors respond to prospective students' unique needs and requests.
- 61. Faculty are usually available after class and during office hours.
- 28. It is an enjoyable experience to be a student on this campus.
- 41. Admissions staff are knowledgeable.
- 48. Counseling staff care about students as individuals.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 43. Class change (drop/add) policies are reasonable.
- 46. Faculty provide timely feedback about student progress in a course.
- 51. There are convenient ways of paying my school bill.
- 62. Bookstore staff are helpful.

Higher Importance vs. National Community Colleges

- 50. Tutoring services are readily available.
- 26. Library staff are helpful and approachable.

Strategic Planning Overview

- 68. On the whole, the campus is well-maintained.
- 36. Students are made to feel welcome on this campus.
- 27. The campus staff are caring and helpful.
- 53. The assessment and course placement procedures are reasonable.
- 42. The equipment in the lab facilities is kept up to date.
- 45. This institution has a good reputation within the community.
- 56. The business office is open during hours which are convenient for most students.
- 57. Administrators are approachable to students.
- 30. The career services office provides students with the help they need to get a job.
- 49. Admissions counselors respond to prospective students' unique needs and requests.
- 28. It is an enjoyable experience to be a student on this campus.
- 48. Counseling staff care about students as individuals.
- 62. Bookstore staff are helpful.

Institutional Summary
Scales: In Order of Importance

Scale	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Services	6.45	6.19 / 1.10	0.26	6.25	5.85 / 1.06	0.40	0.34 ***
Instructional Effectiveness	6.41	6.02 / 1.18	0.39	6.32	5.69 / 1.12	0.63	0.33 ***
Registration Effectiveness	6.40	6.03 / 1.16	0.37	6.31	5.73 / 1.06	0.58	0.30 ***
Academic Advising/Counseling	6.37	5.89 / 1.40	0.48	6.31	5.58 / 1.36	0.73	0.31 ***
Admissions and Financial Aid	6.37	5.90 / 1.37	0.47	6.24	5.53 / 1.27	0.71	0.37 ***
Campus Climate	6.37	6.02 / 1.12	0.35	6.18	5.64 / 1.13	0.54	0.38 ***
Service Excellence	6.37	6.04 / 1.16	0.33	6.16	5.63 / 1.12	0.53	0.41 ***
Student Centeredness	6.37	6.03 / 1.23	0.34	6.19	5.69 / 1.18	0.50	0.34 ***
Concern for the Individual	6.35	5.91 / 1.32	0.44	6.25	5.57 / 1.26	0.68	0.34 ***
Safety and Security	6.29	5.81 / 1.28	0.48	6.25	5.54 / 1.19	0.71	0.27 ***
Campus Support Services	6.16	5.76 / 1.36	0.40	5.86	5.40 / 1.28	0.46	0.36 ***
Responsiveness to Diverse Populations		6.17 / 1.24			5.80 / 1.27		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 143390 records.

Institutional Summary

Items: In Order of Importance

Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. The campus is safe and secure for all students.	6.56	6.26 / 1.17	0.30	6.47	5.94 / 1.27	0.53	0.32 ***
50. Tutoring services are readily available.	6.55	6.34 / 1.23	0.21	6.26	5.84 / 1.40	0.42	0.50 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.52	6.18 / 1.27	0.34	6.38	5.70 / 1.48	0.68	0.48 ***
26. Library staff are helpful and approachable.	6.51	6.42 / 1.09	0.09	6.16	5.92 / 1.32	0.24	0.50 ***
68. On the whole, the campus is well-maintained.	6.51	6.40 / 1.07	0.11	6.35	6.05 / 1.25	0.30	0.35 ***
36. Students are made to feel welcome on this campus.	6.50	6.23 / 1.23	0.27	6.33	5.91 / 1.32	0.42	0.32 ***
70. I am able to experience intellectual growth here.	6.50	6.24 / 1.27	0.26	6.46	6.01 / 1.27	0.45	0.23 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.49	6.20 / 1.23	0.29	6.45	5.91 / 1.31	0.54	0.29 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.48	5.98 / 1.37	0.50	6.48	5.69 / 1.39	0.79	0.29 ***
69. There is a good variety of courses provided on this campus.	6.48	6.16 / 1.26	0.32	6.41	5.93 / 1.33	0.48	0.23 ***
74. Campus item: I understand my pathway to completion and/or graduation.	6.48	6.03 / 1.44	0.45				
27. The campus staff are caring and helpful.	6.46	6.13 / 1.28	0.33	6.27	5.83 / 1.30	0.44	0.30 ***
52. This school does whatever it can to help me reach my educational goals.	6.46	5.95 / 1.46	0.51	6.34	5.58 / 1.50	0.76	0.37 ***
53. The assessment and course placement procedures are reasonable.	6.46	6.13 / 1.30	0.33	6.23	5.70 / 1.40	0.53	0.43 ***
42. The equipment in the lab facilities is kept up to date.	6.45	6.07 / 1.39	0.38	6.28	5.72 / 1.41	0.56	0.35 ***

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Institutional Summary
Items: In Order of Importance

Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
45. This institution has a good reputation within the community.	6.45	6.21 / 1.30	0.24	6.22	5.89 / 1.34	0.33	0.32 ***
56. The business office is open during hours which are convenient for most students.	6.45	6.12 / 1.34	0.33	6.20	5.70 / 1.41	0.50	0.42 ***
57. Administrators are approachable to students.	6.45	6.08 / 1.39	0.37	6.22	5.66 / 1.46	0.56	0.42 ***
66. Program requirements are clear and reasonable.	6.45	6.09 / 1.37	0.36	6.40	5.82 / 1.37	0.58	0.27 ***
14. Library resources and services are adequate.	6.44	6.24 / 1.23	0.20	6.29	5.96 / 1.28	0.33	0.28 ***
30. The career services office provides students with the help they need to get a job.	6.44	5.95 / 1.51	0.49	6.15	5.49 / 1.49	0.66	0.46 ***
32. My academic advisor is knowledgeable about my program requirements.	6.44	5.99 / 1.50	0.45	6.43	5.71 / 1.61	0.72	0.28 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.44	6.07 / 1.40	0.37	6.20	5.61 / 1.46	0.59	0.46 ***
61. Faculty are usually available after class and during office hours.	6.44	6.20 / 1.22	0.24	6.33	5.88 / 1.33	0.45	0.32 ***
28. It is an enjoyable experience to be a student on this campus.	6.43	6.10 / 1.35	0.33	6.27	5.76 / 1.43	0.51	0.34 ***
41. Admissions staff are knowledgeable.	6.43	6.01 / 1.47	0.42	6.34	5.76 / 1.41	0.58	0.25 ***
48. Counseling staff care about students as individuals.	6.43	6.08 / 1.40	0.35	6.26	5.65 / 1.49	0.61	0.43 ***
73. Campus item: My faculty regularly provide valuable feedback in Canvas.	6.43	6.08 / 1.39	0.35				
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.42	6.01 / 1.42	0.41	6.32	5.71 / 1.42	0.61	0.30 ***
43. Class change (drop/add) policies are reasonable.	6.42	6.16 / 1.34	0.26	6.27	5.79 / 1.43	0.48	0.37 ***

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Institutional Summary

Items: In Order of Importance

Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. Faculty provide timely feedback about student progress in a course.	6.42	5.91 / 1.50	0.51	6.33	5.57 / 1.49	0.76	0.34 ***
51. There are convenient ways of paying my school bill.	6.42	5.98 / 1.50	0.44	6.33	5.78 / 1.45	0.55	0.20 ***
62. Bookstore staff are helpful.	6.42	6.20 / 1.33	0.22	6.18	5.87 / 1.41	0.31	0.33 ***
15. I am able to register for classes I need with few conflicts.	6.41	5.93 / 1.47	0.48	6.43	5.71 / 1.47	0.72	0.22 ***
20. Financial aid counselors are helpful.	6.41	5.84 / 1.66	0.57	6.25	5.42 / 1.67	0.83	0.42 ***
34. Computer labs are adequate and accessible.	6.41	6.15 / 1.33	0.26	6.30	5.95 / 1.32	0.35	0.20 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.41	5.93 / 1.55	0.48	6.32	5.53 / 1.64	0.79	0.40 ***
47. There are adequate services to help me decide upon a career.	6.41	6.01 / 1.44	0.40	6.23	5.57 / 1.49	0.66	0.44 ***
72. Campus item: I have adequate online course options.	6.41	6.12 / 1.38	0.29				
23. Faculty are understanding of students' unique life circumstances.	6.40	5.90 / 1.51	0.50	6.29	5.54 / 1.54	0.75	0.36 ***
37. Faculty take into consideration student differences as they teach a course.	6.40	5.93 / 1.44	0.47	6.22	5.48 / 1.52	0.74	0.45 ***
55. Academic support services adequately meet the needs of students.	6.40	6.06 / 1.31	0.34	6.24	5.66 / 1.41	0.58	0.40 ***
8. Classes are scheduled at times that are convenient for me.	6.39	6.05 / 1.40	0.34	6.44	5.69 / 1.47	0.75	0.36 ***
22. People on this campus respect and are supportive of each other.	6.39	6.10 / 1.28	0.29	6.20	5.72 / 1.35	0.48	0.38 ***
21. There are a sufficient number of study areas on campus.	6.38	6.07 / 1.36	0.31	6.22	5.85 / 1.41	0.37	0.22 ***

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Institutional Summary

Items: In Order of Importance

Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
60. Billing policies are reasonable.	6.38	5.96 / 1.46	0.42	6.25	5.67 / 1.45	0.58	0.29 ***
6. My academic advisor is approachable.	6.37	5.98 / 1.51	0.39	6.37	5.75 / 1.57	0.62	0.23 ***
59. New student orientation services help students adjust to college.	6.37	6.08 / 1.42	0.29	6.08	5.59 / 1.52	0.49	0.49 ***
64. Nearly all classes deal with practical experiences and applications.	6.37	6.05 / 1.34	0.32	6.23	5.66 / 1.40	0.57	0.39 ***
67. Channels for expressing student complaints are readily available.	6.37	5.85 / 1.55	0.52	6.12	5.26 / 1.70	0.86	0.59 ***
88. Financial aid as factor in decision to enroll.	6.37			6.14			
7. Adequate financial aid is available for most students.	6.36	5.91 / 1.57	0.45	6.31	5.48 / 1.64	0.83	0.43 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.34	6.03 / 1.37	0.31	6.09	5.58 / 1.46	0.51	0.45 ***
54. Faculty are interested in my academic problems.	6.34	5.85 / 1.57	0.49	6.19	5.50 / 1.53	0.69	0.35 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.33	5.93 / 1.32	0.40	6.21	5.60 / 1.37	0.61	0.33 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.33	5.74 / 1.66	0.59	6.25	5.27 / 1.74	0.98	0.47 ***
38. The student center is a comfortable place for students to spend their leisure time.	6.32	6.08 / 1.29	0.24	6.01	5.72 / 1.41	0.29	0.36 ***
16. The college shows concern for students as individuals.	6.31	5.77 / 1.60	0.54	6.22	5.44 / 1.57	0.78	0.33 ***
25. My academic advisor is concerned about my success as an individual.	6.31	5.71 / 1.73	0.60	6.26	5.44 / 1.71	0.82	0.27 ***

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Institutional Summary

Items: In Order of Importance

Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
87. Cost as factor in decision to enroll.	6.31			6.38			
5. The personnel involved in registration are helpful.	6.30	5.86 / 1.59	0.44	6.31	5.66 / 1.52	0.65	0.20 ***
11. Security staff respond quickly in emergencies.	6.30	5.85 / 1.56	0.45	6.26	5.54 / 1.46	0.72	0.31 ***
39. The amount of student parking space on campus is adequate.	6.30	5.57 / 1.86	0.73	6.25	5.14 / 1.88	1.11	0.43 ***
24. Parking lots are well-lighted and secure.	6.29	5.76 / 1.65	0.53	6.24	5.54 / 1.57	0.70	0.22 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.71 / 1.71	0.56	6.13	5.40 / 1.64	0.73	0.31 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.26	5.75 / 1.61	0.51	6.09	5.28 / 1.64	0.81	0.47 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.25	5.52 / 1.83	0.73	6.23	5.32 / 1.68	0.91	0.20 ***
17. Personnel in the Veterans' Services program are helpful.	6.25	6.04 / 1.35	0.21	5.57	5.22 / 1.53	0.35	0.82 ***
71. Campus item: I have adequate evening course options.	6.22	5.89 / 1.55	0.33				
44. I generally know what's happening on campus.	6.21	6.01 / 1.45	0.20	5.81	5.34 / 1.59	0.47	0.67 ***
12. My academic advisor helps me set goals to work toward.	6.20	5.61 / 1.80	0.59	6.18	5.41 / 1.74	0.77	0.20 **
2. Faculty care about me as an individual.	6.18	5.82 / 1.49	0.36	6.12	5.61 / 1.42	0.51	0.21 ***
89. Academic reputation as factor in decision to enroll.	6.18			5.99			
1. Most students feel a sense of belonging here.	6.11	5.90 / 1.35	0.21	5.86	5.57 / 1.37	0.29	0.33 ***
19. This campus provides effective support services for displaced homemakers.	6.10	5.79 / 1.49	0.31	5.68	5.24 / 1.51	0.44	0.55 ***

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Institutional Summary Items: In Order of Importance

Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
4. Security staff are helpful.	5.95	5.51 / 1.82	0.44	6.02	5.55 / 1.51	0.47	-0.04
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.93			5.55			
93. Geographic setting as factor in decision to enroll.	5.90			5.65			
94. Campus appearance as factor in decision to enroll.	5.79			5.38			
90. Size of institution as factor in decision to enroll.	5.77			5.30			
92. Recommendations from family/friends as factor in decision to enroll.	5.60			5.15			
10. Child care facilities are available on campus.	5.05	3.95 / 2.49	1.10	4.96	4.58 / 1.92	0.38	-0.63 ***
91. Opportunity to play sports as factor in decision to enroll.	4.53			3.88			
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		6.15 / 1.34			5.86 / 1.36		0.29 ***
82. Institution's commitment to evening students?		6.06 / 1.39			5.73 / 1.45		0.33 ***
83. Institution's commitment to older, returning learners?		6.22 / 1.29			5.83 / 1.42		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 143390 records.

Institutional Summary
Items: In Order of Importance

Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
84. Institution's commitment to under-represented populations?		6.21 / 1.23			5.75 / 1.41		0.46 ***
85. Institution's commitment to commuters?		6.12 / 1.33			5.73 / 1.44		0.39 ***
86. Institution's commitment to students with disabilities?		6.30 / 1.17			5.88 / 1.37		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 143390 records.

Institutional Summary

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

Scale/Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.37	5.89 / 1.40	0.48	6.31	5.58 / 1.36	0.73	0.31 ***
6. My academic advisor is approachable.	6.37	5.98 / 1.51	0.39	6.37	5.75 / 1.57	0.62	0.23 ***
12. My academic advisor helps me set goals to work toward.	6.20	5.61 / 1.80	0.59	6.18	5.41 / 1.74	0.77	0.20 **
25. My academic advisor is concerned about my success as an individual.	6.31	5.71 / 1.73	0.60	6.26	5.44 / 1.71	0.82	0.27 ***
32. My academic advisor is knowledgeable about my program requirements.	6.44	5.99 / 1.50	0.45	6.43	5.71 / 1.61	0.72	0.28 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.41	5.93 / 1.55	0.48	6.32	5.53 / 1.64	0.79	0.40 ***
48. Counseling staff care about students as individuals.	6.43	6.08 / 1.40	0.35	6.26	5.65 / 1.49	0.61	0.43 ***
52. This school does whatever it can to help me reach my educational goals.	6.46	5.95 / 1.46	0.51	6.34	5.58 / 1.50	0.76	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 143390 records.

Institutional Summary

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

Scale/Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.45	6.19 / 1.10	0.26	6.25	5.85 / 1.06	0.40	0.34 ***
14. Library resources and services are adequate.	6.44	6.24 / 1.23	0.20	6.29	5.96 / 1.28	0.33	0.28 ***
21. There are a sufficient number of study areas on campus.	6.38	6.07 / 1.36	0.31	6.22	5.85 / 1.41	0.37	0.22 ***
26. Library staff are helpful and approachable.	6.51	6.42 / 1.09	0.09	6.16	5.92 / 1.32	0.24	0.50 ***
34. Computer labs are adequate and accessible.	6.41	6.15 / 1.33	0.26	6.30	5.95 / 1.32	0.35	0.20 ***
42. The equipment in the lab facilities is kept up to date.	6.45	6.07 / 1.39	0.38	6.28	5.72 / 1.41	0.56	0.35 ***
50. Tutoring services are readily available.	6.55	6.34 / 1.23	0.21	6.26	5.84 / 1.40	0.42	0.50 ***
55. Academic support services adequately meet the needs of students.	6.40	6.06 / 1.31	0.34	6.24	5.66 / 1.41	0.58	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 143390 records.

Institutional Summary

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

Scale/Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.37	5.90 / 1.37	0.47	6.24	5.53 / 1.27	0.71	0.37 ***
7. Adequate financial aid is available for most students.	6.36	5.91 / 1.57	0.45	6.31	5.48 / 1.64	0.83	0.43 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.25	5.52 / 1.83	0.73	6.23	5.32 / 1.68	0.91	0.20 ***
20. Financial aid counselors are helpful.	6.41	5.84 / 1.66	0.57	6.25	5.42 / 1.67	0.83	0.42 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.34	6.03 / 1.37	0.31	6.09	5.58 / 1.46	0.51	0.45 ***
41. Admissions staff are knowledgeable.	6.43	6.01 / 1.47	0.42	6.34	5.76 / 1.41	0.58	0.25 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.44	6.07 / 1.40	0.37	6.20	5.61 / 1.46	0.59	0.46 ***

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

National Group Means are based on 143390 records.

Institutional Summary

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

Scale/Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.37	6.02 / 1.12	0.35	6.18	5.64 / 1.13	0.54	0.38 ***
1. Most students feel a sense of belonging here.	6.11	5.90 / 1.35	0.21	5.86	5.57 / 1.37	0.29	0.33 ***
2. Faculty care about me as an individual.	6.18	5.82 / 1.49	0.36	6.12	5.61 / 1.42	0.51	0.21 ***
16. The college shows concern for students as individuals.	6.31	5.77 / 1.60	0.54	6.22	5.44 / 1.57	0.78	0.33 ***
22. People on this campus respect and are supportive of each other.	6.39	6.10 / 1.28	0.29	6.20	5.72 / 1.35	0.48	0.38 ***
27. The campus staff are caring and helpful.	6.46	6.13 / 1.28	0.33	6.27	5.83 / 1.30	0.44	0.30 ***
28. It is an enjoyable experience to be a student on this campus.	6.43	6.10 / 1.35	0.33	6.27	5.76 / 1.43	0.51	0.34 ***
31. The campus is safe and secure for all students.	6.56	6.26 / 1.17	0.30	6.47	5.94 / 1.27	0.53	0.32 ***
36. Students are made to feel welcome on this campus.	6.50	6.23 / 1.23	0.27	6.33	5.91 / 1.32	0.42	0.32 ***
44. I generally know what's happening on campus.	6.21	6.01 / 1.45	0.20	5.81	5.34 / 1.59	0.47	0.67 ***
45. This institution has a good reputation within the community.	6.45	6.21 / 1.30	0.24	6.22	5.89 / 1.34	0.33	0.32 ***
52. This school does whatever it can to help me reach my educational goals.	6.46	5.95 / 1.46	0.51	6.34	5.58 / 1.50	0.76	0.37 ***
57. Administrators are approachable to students.	6.45	6.08 / 1.39	0.37	6.22	5.66 / 1.46	0.56	0.42 ***
59. New student orientation services help students adjust to college.	6.37	6.08 / 1.42	0.29	6.08	5.59 / 1.52	0.49	0.49 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.71 / 1.71	0.56	6.13	5.40 / 1.64	0.73	0.31 ***
67. Channels for expressing student complaints are readily available.	6.37	5.85 / 1.55	0.52	6.12	5.26 / 1.70	0.86	0.59 ***

* 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 143390 records.

Institutional Summary

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

Scale/Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.16	5.76 / 1.36	0.40	5.86	5.40 / 1.28	0.46	0.36 ***
10. Child care facilities are available on campus.	5.05	3.95 / 2.49	1.10	4.96	4.58 / 1.92	0.38	-0.63 ***
17. Personnel in the Veterans' Services program are helpful.	6.25	6.04 / 1.35	0.21	5.57	5.22 / 1.53	0.35	0.82 ***
19. This campus provides effective support services for displaced homemakers.	6.10	5.79 / 1.49	0.31	5.68	5.24 / 1.51	0.44	0.55 ***
30. The career services office provides students with the help they need to get a job.	6.44	5.95 / 1.51	0.49	6.15	5.49 / 1.49	0.66	0.46 ***
38. The student center is a comfortable place for students to spend their leisure time.	6.32	6.08 / 1.29	0.24	6.01	5.72 / 1.41	0.29	0.36 ***
47. There are adequate services to help me decide upon a career.	6.41	6.01 / 1.44	0.40	6.23	5.57 / 1.49	0.66	0.44 ***
59. New student orientation services help students adjust to college.	6.37	6.08 / 1.42	0.29	6.08	5.59 / 1.52	0.49	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 143390 records.

Institutional Summary

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

Scale/Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.35	5.91 / 1.32	0.44	6.25	5.57 / 1.26	0.68	0.34 ***
2. Faculty care about me as an individual.	6.18	5.82 / 1.49	0.36	6.12	5.61 / 1.42	0.51	0.21 ***
16. The college shows concern for students as individuals.	6.31	5.77 / 1.60	0.54	6.22	5.44 / 1.57	0.78	0.33 ***
25. My academic advisor is concerned about my success as an individual.	6.31	5.71 / 1.73	0.60	6.26	5.44 / 1.71	0.82	0.27 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.52	6.18 / 1.27	0.34	6.38	5.70 / 1.48	0.68	0.48 ***
48. Counseling staff care about students as individuals.	6.43	6.08 / 1.40	0.35	6.26	5.65 / 1.49	0.61	0.43 ***

* 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 143390 records.

Institutional Summary

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

Scale/Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.41	6.02 / 1.18	0.39	6.32	5.69 / 1.12	0.63	0.33 ***
2. Faculty care about me as an individual.	6.18	5.82 / 1.49	0.36	6.12	5.61 / 1.42	0.51	0.21 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.48	5.98 / 1.37	0.50	6.48	5.69 / 1.39	0.79	0.29 ***
23. Faculty are understanding of students' unique life circumstances.	6.40	5.90 / 1.51	0.50	6.29	5.54 / 1.54	0.75	0.36 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.52	6.18 / 1.27	0.34	6.38	5.70 / 1.48	0.68	0.48 ***
37. Faculty take into consideration student differences as they teach a course.	6.40	5.93 / 1.44	0.47	6.22	5.48 / 1.52	0.74	0.45 ***
46. Faculty provide timely feedback about student progress in a course.	6.42	5.91 / 1.50	0.51	6.33	5.57 / 1.49	0.76	0.34 ***
54. Faculty are interested in my academic problems.	6.34	5.85 / 1.57	0.49	6.19	5.50 / 1.53	0.69	0.35 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.49	6.20 / 1.23	0.29	6.45	5.91 / 1.31	0.54	0.29 ***
61. Faculty are usually available after class and during office hours.	6.44	6.20 / 1.22	0.24	6.33	5.88 / 1.33	0.45	0.32 ***
64. Nearly all classes deal with practical experiences and applications.	6.37	6.05 / 1.34	0.32	6.23	5.66 / 1.40	0.57	0.39 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.33	5.74 / 1.66	0.59	6.25	5.27 / 1.74	0.98	0.47 ***
66. Program requirements are clear and reasonable.	6.45	6.09 / 1.37	0.36	6.40	5.82 / 1.37	0.58	0.27 ***

* 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 143390 records.

Institutional Summary

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

Scale/Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.48	6.16 / 1.26	0.32	6.41	5.93 / 1.33	0.48	0.23 ***
70. I am able to experience intellectual growth here.	6.50	6.24 / 1.27	0.26	6.46	6.01 / 1.27	0.45	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 143390 records.

Institutional Summary

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

Scale/Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.40	6.03 / 1.16	0.37	6.31	5.73 / 1.06	0.58	0.30 ***
5. The personnel involved in registration are helpful.	6.30	5.86 / 1.59	0.44	6.31	5.66 / 1.52	0.65	0.20 ***
8. Classes are scheduled at times that are convenient for me.	6.39	6.05 / 1.40	0.34	6.44	5.69 / 1.47	0.75	0.36 ***
15. I am able to register for classes I need with few conflicts.	6.41	5.93 / 1.47	0.48	6.43	5.71 / 1.47	0.72	0.22 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.42	6.01 / 1.42	0.41	6.32	5.71 / 1.42	0.61	0.30 ***
43. Class change (drop/add) policies are reasonable.	6.42	6.16 / 1.34	0.26	6.27	5.79 / 1.43	0.48	0.37 ***
51. There are convenient ways of paying my school bill.	6.42	5.98 / 1.50	0.44	6.33	5.78 / 1.45	0.55	0.20 ***
56. The business office is open during hours which are convenient for most students.	6.45	6.12 / 1.34	0.33	6.20	5.70 / 1.41	0.50	0.42 ***
60. Billing policies are reasonable.	6.38	5.96 / 1.46	0.42	6.25	5.67 / 1.45	0.58	0.29 ***
62. Bookstore staff are helpful.	6.42	6.20 / 1.33	0.22	6.18	5.87 / 1.41	0.31	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 143390 records.

Institutional Summary

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

Scale/Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		6.17 / 1.24			5.80 / 1.27		0.37 ***
81. Institution's commitment to part-time students?		6.15 / 1.34			5.86 / 1.36		0.29 ***
82. Institution's commitment to evening students?		6.06 / 1.39			5.73 / 1.45		0.33 ***
83. Institution's commitment to older, returning learners?		6.22 / 1.29			5.83 / 1.42		0.39 ***
84. Institution's commitment to under-represented populations?		6.21 / 1.23			5.75 / 1.41		0.46 ***
85. Institution's commitment to commuters?		6.12 / 1.33			5.73 / 1.44		0.39 ***
86. Institution's commitment to students with disabilities?		6.30 / 1.17			5.88 / 1.37		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 143390 records.

Institutional Summary

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

Scale/Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.29	5.81 / 1.28	0.48	6.25	5.54 / 1.19	0.71	0.27 ***
4. Security staff are helpful.	5.95	5.51 / 1.82	0.44	6.02	5.55 / 1.51	0.47	-0.04
11. Security staff respond quickly in emergencies.	6.30	5.85 / 1.56	0.45	6.26	5.54 / 1.46	0.72	0.31 ***
24. Parking lots are well-lighted and secure.	6.29	5.76 / 1.65	0.53	6.24	5.54 / 1.57	0.70	0.22 ***
31. The campus is safe and secure for all students.	6.56	6.26 / 1.17	0.30	6.47	5.94 / 1.27	0.53	0.32 ***
39. The amount of student parking space on campus is adequate.	6.30	5.57 / 1.86	0.73	6.25	5.14 / 1.88	1.11	0.43 ***

* 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 143390 records.

Institutional Summary

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

Scale/Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.37	6.04 / 1.16	0.33	6.16	5.63 / 1.12	0.53	0.41 ***
5. The personnel involved in registration are helpful.	6.30	5.86 / 1.59	0.44	6.31	5.66 / 1.52	0.65	0.20 ***
22. People on this campus respect and are supportive of each other.	6.39	6.10 / 1.28	0.29	6.20	5.72 / 1.35	0.48	0.38 ***
26. Library staff are helpful and approachable.	6.51	6.42 / 1.09	0.09	6.16	5.92 / 1.32	0.24	0.50 ***
27. The campus staff are caring and helpful.	6.46	6.13 / 1.28	0.33	6.27	5.83 / 1.30	0.44	0.30 ***
44. I generally know what's happening on campus.	6.21	6.01 / 1.45	0.20	5.81	5.34 / 1.59	0.47	0.67 ***
57. Administrators are approachable to students.	6.45	6.08 / 1.39	0.37	6.22	5.66 / 1.46	0.56	0.42 ***
62. Bookstore staff are helpful.	6.42	6.20 / 1.33	0.22	6.18	5.87 / 1.41	0.31	0.33 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.71 / 1.71	0.56	6.13	5.40 / 1.64	0.73	0.31 ***
67. Channels for expressing student complaints are readily available.	6.37	5.85 / 1.55	0.52	6.12	5.26 / 1.70	0.86	0.59 ***

* 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 143390 records.

Institutional Summary

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

Scale/Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.37	6.03 / 1.23	0.34	6.19	5.69 / 1.18	0.50	0.34 ***
1. Most students feel a sense of belonging here.	6.11	5.90 / 1.35	0.21	5.86	5.57 / 1.37	0.29	0.33 ***
16. The college shows concern for students as individuals.	6.31	5.77 / 1.60	0.54	6.22	5.44 / 1.57	0.78	0.33 ***
27. The campus staff are caring and helpful.	6.46	6.13 / 1.28	0.33	6.27	5.83 / 1.30	0.44	0.30 ***
28. It is an enjoyable experience to be a student on this campus.	6.43	6.10 / 1.35	0.33	6.27	5.76 / 1.43	0.51	0.34 ***
36. Students are made to feel welcome on this campus.	6.50	6.23 / 1.23	0.27	6.33	5.91 / 1.32	0.42	0.32 ***
57. Administrators are approachable to students.	6.45	6.08 / 1.39	0.37	6.22	5.66 / 1.46	0.56	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 143390 records.

Institutional Summary

Items: In Sequential Order

Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.11	5.90 / 1.35	0.21	5.86	5.57 / 1.37	0.29	0.33 ***
2. Faculty care about me as an individual.	6.18	5.82 / 1.49	0.36	6.12	5.61 / 1.42	0.51	0.21 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.33	5.93 / 1.32	0.40	6.21	5.60 / 1.37	0.61	0.33 ***
4. Security staff are helpful.	5.95	5.51 / 1.82	0.44	6.02	5.55 / 1.51	0.47	-0.04
5. The personnel involved in registration are helpful.	6.30	5.86 / 1.59	0.44	6.31	5.66 / 1.52	0.65	0.20 ***
6. My academic advisor is approachable.	6.37	5.98 / 1.51	0.39	6.37	5.75 / 1.57	0.62	0.23 ***
7. Adequate financial aid is available for most students.	6.36	5.91 / 1.57	0.45	6.31	5.48 / 1.64	0.83	0.43 ***
8. Classes are scheduled at times that are convenient for me.	6.39	6.05 / 1.40	0.34	6.44	5.69 / 1.47	0.75	0.36 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.26	5.75 / 1.61	0.51	6.09	5.28 / 1.64	0.81	0.47 ***
10. Child care facilities are available on campus.	5.05	3.95 / 2.49	1.10	4.96	4.58 / 1.92	0.38	-0.63 ***
11. Security staff respond quickly in emergencies.	6.30	5.85 / 1.56	0.45	6.26	5.54 / 1.46	0.72	0.31 ***
12. My academic advisor helps me set goals to work toward.	6.20	5.61 / 1.80	0.59	6.18	5.41 / 1.74	0.77	0.20 **
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.25	5.52 / 1.83	0.73	6.23	5.32 / 1.68	0.91	0.20 ***
14. Library resources and services are adequate.	6.44	6.24 / 1.23	0.20	6.29	5.96 / 1.28	0.33	0.28 ***
15. I am able to register for classes I need with few conflicts.	6.41	5.93 / 1.47	0.48	6.43	5.71 / 1.47	0.72	0.22 ***
16. The college shows concern for students as individuals.	6.31	5.77 / 1.60	0.54	6.22	5.44 / 1.57	0.78	0.33 ***

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 143390 records.

Institutional Summary

Items: In Sequential Order

Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	6.25	6.04 / 1.35	0.21	5.57	5.22 / 1.53	0.35	0.82 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.48	5.98 / 1.37	0.50	6.48	5.69 / 1.39	0.79	0.29 ***
19. This campus provides effective support services for displaced homemakers.	6.10	5.79 / 1.49	0.31	5.68	5.24 / 1.51	0.44	0.55 ***
20. Financial aid counselors are helpful.	6.41	5.84 / 1.66	0.57	6.25	5.42 / 1.67	0.83	0.42 ***
21. There are a sufficient number of study areas on campus.	6.38	6.07 / 1.36	0.31	6.22	5.85 / 1.41	0.37	0.22 ***
22. People on this campus respect and are supportive of each other.	6.39	6.10 / 1.28	0.29	6.20	5.72 / 1.35	0.48	0.38 ***
23. Faculty are understanding of students' unique life circumstances.	6.40	5.90 / 1.51	0.50	6.29	5.54 / 1.54	0.75	0.36 ***
24. Parking lots are well-lighted and secure.	6.29	5.76 / 1.65	0.53	6.24	5.54 / 1.57	0.70	0.22 ***
25. My academic advisor is concerned about my success as an individual.	6.31	5.71 / 1.73	0.60	6.26	5.44 / 1.71	0.82	0.27 ***
26. Library staff are helpful and approachable.	6.51	6.42 / 1.09	0.09	6.16	5.92 / 1.32	0.24	0.50 ***
27. The campus staff are caring and helpful.	6.46	6.13 / 1.28	0.33	6.27	5.83 / 1.30	0.44	0.30 ***
28. It is an enjoyable experience to be a student on this campus.	6.43	6.10 / 1.35	0.33	6.27	5.76 / 1.43	0.51	0.34 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.52	6.18 / 1.27	0.34	6.38	5.70 / 1.48	0.68	0.48 ***
30. The career services office provides students with the help they need to get a job.	6.44	5.95 / 1.51	0.49	6.15	5.49 / 1.49	0.66	0.46 ***
31. The campus is safe and secure for all students.	6.56	6.26 / 1.17	0.30	6.47	5.94 / 1.27	0.53	0.32 ***

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Institutional Summary

Items: In Sequential Order

Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.44	5.99 / 1.50	0.45	6.43	5.71 / 1.61	0.72	0.28 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.34	6.03 / 1.37	0.31	6.09	5.58 / 1.46	0.51	0.45 ***
34. Computer labs are adequate and accessible.	6.41	6.15 / 1.33	0.26	6.30	5.95 / 1.32	0.35	0.20 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.42	6.01 / 1.42	0.41	6.32	5.71 / 1.42	0.61	0.30 ***
36. Students are made to feel welcome on this campus.	6.50	6.23 / 1.23	0.27	6.33	5.91 / 1.32	0.42	0.32 ***
37. Faculty take into consideration student differences as they teach a course.	6.40	5.93 / 1.44	0.47	6.22	5.48 / 1.52	0.74	0.45 ***
38. The student center is a comfortable place for students to spend their leisure time.	6.32	6.08 / 1.29	0.24	6.01	5.72 / 1.41	0.29	0.36 ***
39. The amount of student parking space on campus is adequate.	6.30	5.57 / 1.86	0.73	6.25	5.14 / 1.88	1.11	0.43 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.41	5.93 / 1.55	0.48	6.32	5.53 / 1.64	0.79	0.40 ***
41. Admissions staff are knowledgeable.	6.43	6.01 / 1.47	0.42	6.34	5.76 / 1.41	0.58	0.25 ***
42. The equipment in the lab facilities is kept up to date.	6.45	6.07 / 1.39	0.38	6.28	5.72 / 1.41	0.56	0.35 ***
43. Class change (drop/add) policies are reasonable.	6.42	6.16 / 1.34	0.26	6.27	5.79 / 1.43	0.48	0.37 ***
44. I generally know what's happening on campus.	6.21	6.01 / 1.45	0.20	5.81	5.34 / 1.59	0.47	0.67 ***
45. This institution has a good reputation within the community.	6.45	6.21 / 1.30	0.24	6.22	5.89 / 1.34	0.33	0.32 ***
46. Faculty provide timely feedback about student progress in a course.	6.42	5.91 / 1.50	0.51	6.33	5.57 / 1.49	0.76	0.34 ***

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Institutional Summary

Items: In Sequential Order

Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.41	6.01 / 1.44	0.40	6.23	5.57 / 1.49	0.66	0.44 ***
48. Counseling staff care about students as individuals.	6.43	6.08 / 1.40	0.35	6.26	5.65 / 1.49	0.61	0.43 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.44	6.07 / 1.40	0.37	6.20	5.61 / 1.46	0.59	0.46 ***
50. Tutoring services are readily available.	6.55	6.34 / 1.23	0.21	6.26	5.84 / 1.40	0.42	0.50 ***
51. There are convenient ways of paying my school bill.	6.42	5.98 / 1.50	0.44	6.33	5.78 / 1.45	0.55	0.20 ***
52. This school does whatever it can to help me reach my educational goals.	6.46	5.95 / 1.46	0.51	6.34	5.58 / 1.50	0.76	0.37 ***
53. The assessment and course placement procedures are reasonable.	6.46	6.13 / 1.30	0.33	6.23	5.70 / 1.40	0.53	0.43 ***
54. Faculty are interested in my academic problems.	6.34	5.85 / 1.57	0.49	6.19	5.50 / 1.53	0.69	0.35 ***
55. Academic support services adequately meet the needs of students.	6.40	6.06 / 1.31	0.34	6.24	5.66 / 1.41	0.58	0.40 ***
56. The business office is open during hours which are convenient for most students.	6.45	6.12 / 1.34	0.33	6.20	5.70 / 1.41	0.50	0.42 ***
57. Administrators are approachable to students.	6.45	6.08 / 1.39	0.37	6.22	5.66 / 1.46	0.56	0.42 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.49	6.20 / 1.23	0.29	6.45	5.91 / 1.31	0.54	0.29 ***
59. New student orientation services help students adjust to college.	6.37	6.08 / 1.42	0.29	6.08	5.59 / 1.52	0.49	0.49 ***
60. Billing policies are reasonable.	6.38	5.96 / 1.46	0.42	6.25	5.67 / 1.45	0.58	0.29 ***
61. Faculty are usually available after class and during office hours.	6.44	6.20 / 1.22	0.24	6.33	5.88 / 1.33	0.45	0.32 ***

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Institutional Summary

Items: In Sequential Order

Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.42	6.20 / 1.33	0.22	6.18	5.87 / 1.41	0.31	0.33 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.71 / 1.71	0.56	6.13	5.40 / 1.64	0.73	0.31 ***
64. Nearly all classes deal with practical experiences and applications.	6.37	6.05 / 1.34	0.32	6.23	5.66 / 1.40	0.57	0.39 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.33	5.74 / 1.66	0.59	6.25	5.27 / 1.74	0.98	0.47 ***
66. Program requirements are clear and reasonable.	6.45	6.09 / 1.37	0.36	6.40	5.82 / 1.37	0.58	0.27 ***
67. Channels for expressing student complaints are readily available.	6.37	5.85 / 1.55	0.52	6.12	5.26 / 1.70	0.86	0.59 ***
68. On the whole, the campus is well-maintained.	6.51	6.40 / 1.07	0.11	6.35	6.05 / 1.25	0.30	0.35 ***
69. There is a good variety of courses provided on this campus.	6.48	6.16 / 1.26	0.32	6.41	5.93 / 1.33	0.48	0.23 ***
70. I am able to experience intellectual growth here.	6.50	6.24 / 1.27	0.26	6.46	6.01 / 1.27	0.45	0.23 ***
71. Campus item: I have adequate evening course options.	6.22	5.89 / 1.55	0.33				
72. Campus item: I have adequate online course options.	6.41	6.12 / 1.38	0.29				
73. Campus item: My faculty regularly provide valuable feedback in Canvas.	6.43	6.08 / 1.39	0.35				
74. Campus item: I understand my pathway to completion and/or graduation.	6.48	6.03 / 1.44	0.45				
75. Campus item 5							
76. Campus item 6							

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Institutional Summary

Items: In Sequential Order

Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
77. Campus item 7							
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		6.15 / 1.34			5.86 / 1.36		0.29 ***
82. Institution's commitment to evening students?		6.06 / 1.39			5.73 / 1.45		0.33 ***
83. Institution's commitment to older, returning learners?		6.22 / 1.29			5.83 / 1.42		0.39 ***
84. Institution's commitment to under-represented populations?		6.21 / 1.23			5.75 / 1.41		0.46 ***
85. Institution's commitment to commuters?		6.12 / 1.33			5.73 / 1.44		0.39 ***
86. Institution's commitment to students with disabilities?		6.30 / 1.17			5.88 / 1.37		0.42 ***
87. Cost as factor in decision to enroll.	6.31			6.38			
88. Financial aid as factor in decision to enroll.	6.37			6.14			
89. Academic reputation as factor in decision to enroll.	6.18			5.99			
90. Size of institution as factor in decision to enroll.	5.77			5.30			
91. Opportunity to play sports as factor in decision to enroll.	4.53			3.88			
92. Recommendations from family/friends as factor in decision to enroll.	5.60			5.15			
93. Geographic setting as factor in decision to enroll.	5.90			5.65			

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Institutional Summary

Items: In Sequential Order

Item	Fletcher Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Campus appearance as factor in decision to enroll.	5.79			5.38			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.93			5.55			

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Institutional Summary

Summary Items

Summary Item	Fletcher Technical Community College - SSI	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 5.19 2% 1% 4% 28% 23% 11% 28%	Average: 4.98 1% 1% 6% 31% 24% 14% 19%	0.21
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.76 1% 1% 3% 10% 12% 36% 34%	Average: 5.58 1% 2% 4% 11% 15% 39% 25%	0.18
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.98 1% 3% 2% 8% 9% 24% 50%	Average: 5.83 2% 3% 2% 7% 10% 30% 43%	0.15