

Calhoun Community College - SSI - 05/2019



Student Satisfaction Inventory Form B

* Indicates the response option that was selected by the majority of survey participants.



Gender

		N	%
*	Female	454	65.61%
	Male	238	34.39%
	Total	692	100%
	No Answer	129	

Residence Classification

		N	%
*	In-state	701	97.23%
	Out-of-state	15	2.08%
	International (not U.S. citizen)	5	0.69%
	Total	721	100%
	No Answer	100	

Age

		N	%
	18 and under	61	8.52%
*	19 to 24	365	50.98%
	25 to 34	147	20.53%
	35 to 44	72	10.06%
	45 and over	71	9.92%
	Total	716	100%
	No Answer	105	

Institution Was My

		N	%
*	1st choice	605	76.01%
	2nd choice	146	18.34%
	3rd choice or lower	45	5.65%
	Total	796	100%
	No Answer	25	

Ethnicity/Race

		N	%
	Alaskan Native	1	0.13%
	American Indian	12	1.60%
	Asian	25	3.34%
	Black/African-American	68	9.08%
	Hispanic or Latino (and Puerto Rican)	34	4.54%
	Native Hawaiian or Pacific Islander	2	0.27%
*	White/Caucasian	566	75.57%
	Multi-racial	19	2.54%
	Other race	22	2.94%
	Total	749	100%
	No Answer	72	

Plan to Transfer

		N	%
*	Yes I plan to transfer	494	68.33%
	No I do not plan to transfer	229	31.67%
	Total	723	100%
	No Answer	98	

Organization Memberships

		N	%
*	No organization memberships	569	72.67%
	One or two organization memberships	195	24.90%
	Three or four organization memberships	16	2.04%
	Five or more organization memberships	3	0.38%
	Total	783	100%
	No Answer	38	

Current Enrollment Status

		N	%
*	Day	622	80.15%
	Evening	142	18.30%
	Weekend	12	1.55%
	Total	776	100%
	No Answer	45	

Tuition Source

		N	%
	Scholarships	68	8.53%
*	Financial aid	359	45.04%
	Family contributions	131	16.44%
	Self support	185	23.21%

Current Class Load

		N	%
*	Full-time	444	62.27%
	Part-time	269	37.73%
	Total	713	100%
	No Answer	108	

Class Level

		N	%
*	1 year or less	314	40.36%
	2 years	283	36.38%
	3 years	108	13.88%
	4 or more years	73	9.38%
	Total	778	100%
	No Answer	43	

Current GPA

		N	%
	No credits earned	34	4.47%
	1.99 or below	15	1.97%
	2.0 - 2.49	60	7.89%
	2.5 - 2.99	95	12.50%
	3.0 - 3.49	221	29.08%
*	3.5 or above	335	44.08%
	Total	760	100%
	No Answer	61	

Educational Goal

		N	%
*	Associate degree	414	53.15%
	Vocational/technical program	14	1.80%
	Transfer to another institution	288	36.97%
	Certification (initial/renewal)	18	2.31%
	Self-improvement/pleasure	7	0.90%
	Job-related training	4	0.51%
	Other educational goal	34	4.36%
	Total	779	100%
	No Answer	42	

Employment

		N	%
	Full-time off campus	247	31.63%
*	Part-time off campus	280	35.85%
	Full-time on campus	14	1.79%
	Part-time on campus	27	3.46%

		N	%
	Other tuition source	54	6.78%
	Total	797	100%
	No Answer	24	

At which location do you attend the majority of your classes?

		N	%
	Alabama Center for the Arts	31	3.88%
*	Decatur Campus	387	48.38%
	Huntsville Campus	375	46.88%
	I am a dually enrolled High School student	7	0.88%
	Campus item - Answer 5	0	0%
	Campus item - Answer 6	0	0%
	Total	800	100%
	No Answer	21	

I am currently, or have in the past, taken a developmental English or Math class.

		N	%
*	Yes	426	52.27%
	No	389	47.73%
	Campus item 2 - Answer 3	0	0%
	Campus item 2 - Answer 4	0	0%
	Campus item 2 - Answer 5	0	0%
	Campus item 2 - Answer 6	0	0%
	Total	815	100%
	No Answer	6	

Group Code

		N	%
	0101: Computer Information Systems (includes all areas of concentration)	58	7.14%
*	0102: General Studies (includes all areas of concentration)	233	28.69%
	0201: Business Administration (includes all areas of concentration)	100	12.32%
	0401: Computer Graphics	20	2.46%
	0601: Dental Assisting	5	0.62%
	0613: Advanced Manufacturing (includes all areas of concentration)	71	8.74%
	0708: Child Development	16	1.97%
	0806: Physical Therapist Assistant	25	3.08%
	0904: Emergency Medical Services	3	0.37%
	0909: Surgical Technology	7	0.86%
	0999: Music Industry Communications	9	1.11%

	N	%
Not employed	213	27.27%
Total	781	100%
No Answer	40	

Current Residence

	N	%
Residence hall	0	0%
Own house	248	31.67%
Rent room or apt off campus	122	15.58%
* Parent's home	382	48.79%
Other residence	31	3.96%
Total	783	100%
No Answer	38	

	N	%
1004: Medical Laboratory Technician	16	1.97%
3801: Nursing	185	22.78%
9999: Undecided	64	7.88%
Total	812	100%
No Answer	9	

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Student Satisfaction Inventory Form B

Strengths and Challenges	
Strengths	vs. Comparison
13. The campus is safe and secure for all students.	
4. Security staff respond quickly to calls for assistance.	
20. Students are made to feel welcome here.	
29. There are convenient ways of paying my school bill.	
19. Registration processes and procedures are convenient.	
28. This campus provides online access to services I need.	
24. The equipment in the lab facilities is kept up to date.	
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	
27. Tutoring services are readily available.	
39. On the whole, the campus is well-maintained.	
18. Computer labs are adequate and accessible.	
Challenges	
8. The quality of instruction I receive in most of my classes is excellent.	
9. I am able to register for the classes I need with few conflicts.	
2. Classes are scheduled at times that are convenient for me.	
40. There are sufficient courses within my program of study available each term.	
14. My academic advisor is knowledgeable about my program requirements.	
25. Faculty provide timely feedback about my academic progress.	
16. My advisor helps me apply my program of study to career goals.	
Benchmarks	
Higher Satisfaction vs. National Community Colleges Form B	
13. The campus is safe and secure for all students.	
8. The quality of instruction I receive in most of my classes is excellent.	
9. I am able to register for the classes I need with few conflicts.	
36. Tuition paid is a worthwhile investment.	
4. Security staff respond quickly to calls for assistance.	
12. Faculty are fair and unbiased in their treatment of individual students.	
2. Classes are scheduled at times that are convenient for me.	
40. There are sufficient courses within my program of study available each term.	
25. Faculty provide timely feedback about my academic progress.	
20. Students are made to feel welcome here.	
29. There are convenient ways of paying my school bill.	
19. Registration processes and procedures are convenient.	
32. I am able to take care of college-related business at times that are convenient for me.	
1. The campus staff are caring and helpful.	
28. This campus provides online access to services I need.	
22. My academic advisor is knowledgeable about transfer requirements of other schools.	
24. The equipment in the lab facilities is kept up to date.	
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	

27. Tutoring services are readily available.	
33. Administrators are available to hear students' concerns.	
39. On the whole, the campus is well-maintained.	
16. My advisor helps me apply my program of study to career goals.	
Higher Importance vs. National Community Colleges Form B	
13. The campus is safe and secure for all students.	
9. I am able to register for the classes I need with few conflicts.	
4. Security staff respond quickly to calls for assistance.	
12. Faculty are fair and unbiased in their treatment of individual students.	
29. There are convenient ways of paying my school bill.	
32. I am able to take care of college-related business at times that are convenient for me.	
22. My academic advisor is knowledgeable about transfer requirements of other schools.	
24. The equipment in the lab facilities is kept up to date.	
27. Tutoring services are readily available.	
33. Administrators are available to hear students' concerns.	

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Sort on each column to see data from highest to lowest.

Scale / Item	Calhoun Community College - SSI			National Community Colleges Form B			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
Registration Effectiveness	6.59	6.08 / 0.98	0.51	6.45	5.80 / 1.08	0.65	0.28 ***
Safety and Security	6.56	6.12 / 0.94	0.44	6.31	5.63 / 1.19	0.68	0.49 ***
Campus Climate	6.56	6.14 / 0.95	0.42	6.41	5.85 / 1.07	0.56	0.29 ***
Student Centeredness	6.52	5.99 / 1.12	0.53	6.36	5.73 / 1.20	0.63	0.26 ***
Instructional Effectiveness	6.51	6.00 / 1.04	0.51	6.40	5.80 / 1.07	0.60	0.20 ***
Academic Advising Effectiveness	6.47	5.79 / 1.32	0.68	6.36	5.63 / 1.33	0.73	0.16 ***
Campus Services	6.44	6.20 / 0.92	0.24	6.28	5.87 / 1.02	0.41	0.33 ***
Admissions and Financial Aid Effectiveness	6.40	5.85 / 1.27	0.55	6.25	5.55 / 1.29	0.70	0.30 ***

National Group Means are based on 68690 records

*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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Student Satisfaction Inventory Form B

Sort on each column to see data from highest to lowest.

Item	Calhoun Community College - SSI			National Community Colleges Form B			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
★ 13. The campus is safe and secure for all students.	6.72	6.45 / 0.94	0.27	6.56	6.08 / 1.21	0.48	0.37 ***
🚩 8. The quality of instruction I receive in most of my classes is excellent.	6.68	5.91 / 1.31	0.77	6.59	5.81 / 1.35	0.78	0.10 *
🚩 9. I am able to register for the classes I need with few conflicts.	6.67	6.04 / 1.34	0.63	6.51	5.76 / 1.45	0.75	0.28 ***
36. Tuition paid is a worthwhile investment.	6.63	6.08 / 1.40	0.55	6.50	5.83 / 1.45	0.67	0.25 ***
★ 4. Security staff respond quickly to calls for assistance.	6.62	6.32 / 1.08	0.30	6.21	5.65 / 1.43	0.56	0.67 ***
🚩 2. Classes are scheduled at times that are convenient for me.	6.61	5.88 / 1.32	0.73	6.49	5.72 / 1.39	0.77	0.16 **
12. Faculty are fair and unbiased in their treatment of individual students.	6.61	6.06 / 1.39	0.55	6.45	5.81 / 1.45	0.64	0.25 ***
🚩 40. There are sufficient courses within my program of study available each term.	6.61	5.95 / 1.42	0.66	6.50	5.73 / 1.48	0.77	0.22 ***
🚩 14. My academic advisor is knowledgeable about my program requirements.	6.60	5.87 / 1.55	0.73	6.52	5.85 / 1.51	0.67	0.02
🚩 25. Faculty provide timely feedback about my academic progress.	6.58	5.91 / 1.38	0.67	6.43	5.64 / 1.47	0.79	0.27 ***
★ 20. Students are made to feel welcome here.	6.57	6.24 / 1.23	0.33	6.46	6.05 / 1.29	0.41	0.19 ***
★ 29. There are convenient ways of paying my school bill.	6.57	6.22 / 1.22	0.35	6.40	5.88 / 1.41	0.52	0.34 ***
★ 19. Registration processes and procedures are convenient.	6.56	6.18 / 1.28	0.38	6.44	5.87 / 1.37	0.57	0.31 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.56	6.08 / 1.25	0.48	6.39	5.77 / 1.39	0.62	0.31 ***
1. The campus staff are caring and helpful.	6.55	6.05 / 1.17	0.50	6.41	5.87 / 1.28	0.54	0.18 ***
★ 28. This campus provides online access to services I need.	6.54	6.28 / 1.16	0.26	6.43	6.05 / 1.25	0.38	0.23 ***
42. Campus item: Admissions procedures are clear and the application process is student-friendly.	6.54	6.12 / 1.23	0.42				
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.53	5.92 / 1.49	0.61	6.34	5.58 / 1.59	0.76	0.34 ***
★ 24. The equipment in the lab facilities is kept up to date.	6.53	6.16 / 1.24	0.37	6.35	5.79 / 1.39	0.56	0.37 ***

Item	Calhoun Community College - SSI			National Community Colleges Form B			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
★ 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.53	6.19 / 1.22	0.34	6.41	5.97 / 1.32	0.44	0.22 ***
51. Cost as factor in decision to enroll.	6.52			6.46			
★ 27. Tutoring services are readily available.	6.51	6.36 / 1.13	0.15	6.25	5.88 / 1.40	0.37	0.48 ***
33. Administrators are available to hear students' concerns.	6.51	6.01 / 1.37	0.50	6.30	5.58 / 1.56	0.72	0.43 ***
★ 39. On the whole, the campus is well-maintained.	6.51	6.42 / 1.01	0.09	6.38	6.11 / 1.21	0.27	0.31 ***
🚩 16. My advisor helps me apply my program of study to career goals.	6.49	5.81 / 1.66	0.68	6.37	5.66 / 1.62	0.71	0.15 *
54. Future career opportunities as factor in decision to enroll.	6.49			6.44			
15. Financial aid counseling is available if I need it.	6.48	6.09 / 1.34	0.39	6.30	5.71 / 1.51	0.59	0.38 ***
★ 18. Computer labs are adequate and accessible.	6.48	6.39 / 1.07	0.09	6.36	6.06 / 1.28	0.30	0.33 ***
26. There are adequate services to help me decide upon a career.	6.48	5.95 / 1.32	0.53	6.30	5.64 / 1.46	0.66	0.31 ***
21. The amount of student parking space on campus is adequate.	6.47	5.66 / 1.68	0.81	6.29	5.11 / 1.90	1.18	0.55 ***
30. The assessment and course placement procedures are reasonable.	6.47	6.14 / 1.19	0.33	6.28	5.78 / 1.36	0.50	0.36 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.46	5.64 / 1.67	0.82	6.24	5.38 / 1.69	0.86	0.26 ***
43. Campus item: The Career Services Office equips students with the tools they need to compete in the job market.	6.46	6.14 / 1.22	0.32				
10. Parking lots are well-lighted and secure.	6.45	6.12 / 1.23	0.33	6.17	5.67 / 1.50	0.50	0.45 ***
23. This institution helps me identify resources to finance my education.	6.44	5.74 / 1.60	0.70	6.33	5.47 / 1.62	0.86	0.27 ***
38. Most classes deal with practical experiences and applications.	6.44	5.91 / 1.36	0.53	6.34	5.78 / 1.33	0.56	0.13 **
46. Campus item: The Financial Aid application process is clear and student-friendly.	6.44	5.54 / 1.73	0.90				
5. Financial aid awards are announced in time to be helpful in college planning.	6.42	5.74 / 1.54	0.68	6.28	5.41 / 1.66	0.87	0.33 ***
3. My academic advisor is available when I need help.	6.37	5.81 / 1.55	0.56	6.28	5.66 / 1.55	0.62	0.15 **
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.37	5.90 / 1.44	0.47	6.18	5.55 / 1.51	0.63	0.35 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.37	5.56 / 1.63	0.81	6.28	5.41 / 1.63	0.87	0.15 *
7. Admissions staff provide personalized attention prior to enrollment.	6.32	5.78 / 1.53	0.54	6.16	5.58 / 1.50	0.58	0.20 ***
49. Campus item: Testing services provided by the Student Disability Services/ADA Offices are adequate.	6.29	6.22 / 1.19	0.07				
11. Counseling services are available if I need them.	6.27	6.01 / 1.35	0.26	6.03	5.71 / 1.42	0.32	0.30 ***

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	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
41. Campus item: A technology support center to assist with online resources & troubleshooting my personal devices would be helpful to me.	6.27	6.09 / 1.29	0.18				
52. Financial assistance as factor in decision to enroll.	6.27			6.28			
6. Library resources and services are adequate.	6.26	6.27 / 1.13	-0.01	6.20	5.99 / 1.25	0.21	0.28 ***
56. Distance from campus as factor in decision to enroll.	6.20			6.10			
31. Faculty use a variety of technology and media in the classroom.	6.13	6.10 / 1.22	0.03	6.06	5.86 / 1.30	0.20	0.24 ***
53. Academic reputation as factor in decision to enroll.	6.11			6.13			
44. Campus item: There are adequate opportunities (clubs/organizations, student events, etc.) offered on campus that help me feel connected.	6.08	5.82 / 1.60	0.26				
55. Personal recommendations as factor in decision to enroll.	5.84			5.92			
48. Campus item: The availability of mental health professionals on campus would be helpful to me.	5.83	5.58 / 1.79	0.25				
57. Information on the campus Web site as factor in decision to enroll.	5.81			5.87			
45. Campus item: A loaner program for technology devices (laptop, iPad, graphing calculators, etc.) would be helpful to me.	5.74	5.72 / 1.67	0.02				
50. Campus item: A low-cost form of transportation between campuses would be helpful for me.	5.44	5.55 / 1.91	-0.11				
47. Campus item: The Orientation (ORI 110 or 105) course is a valuable experience.	5.42	5.03 / 2.19	0.39				
58. Campus visits as factor in decision to enroll.	5.31			5.48			

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**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

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	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
Registration Effectiveness	6.59	6.08 / 0.98	0.51	6.45	5.80 / 1.08	0.65	0.28 ***
🚩 9. I am able to register for the classes I need with few conflicts.	6.67	6.04 / 1.34	0.63	6.51	5.76 / 1.45	0.75	0.28 ***
🚩 2. Classes are scheduled at times that are convenient for me.	6.61	5.88 / 1.32	0.73	6.49	5.72 / 1.39	0.77	0.16 **
★ 29. There are convenient ways of paying my school bill.	6.57	6.22 / 1.22	0.35	6.40	5.88 / 1.41	0.52	0.34 ***
★ 19. Registration processes and procedures are convenient.	6.56	6.18 / 1.28	0.38	6.44	5.87 / 1.37	0.57	0.31 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.56	6.08 / 1.25	0.48	6.39	5.77 / 1.39	0.62	0.31 ***
Safety and Security	6.56	6.12 / 0.94	0.44	6.31	5.63 / 1.19	0.68	0.49 ***
★ 13. The campus is safe and secure for all students.	6.72	6.45 / 0.94	0.27	6.56	6.08 / 1.21	0.48	0.37 ***
★ 4. Security staff respond quickly to calls for assistance.	6.62	6.32 / 1.08	0.30	6.21	5.65 / 1.43	0.56	0.67 ***
21. The amount of student parking space on campus is adequate.	6.47	5.66 / 1.68	0.81	6.29	5.11 / 1.90	1.18	0.55 ***
10. Parking lots are well-lighted and secure.	6.45	6.12 / 1.23	0.33	6.17	5.67 / 1.50	0.50	0.45 ***
Campus Climate	6.56	6.14 / 0.95	0.42	6.41	5.85 / 1.07	0.56	0.29 ***
★ 13. The campus is safe and secure for all students.	6.72	6.45 / 0.94	0.27	6.56	6.08 / 1.21	0.48	0.37 ***
36. Tuition paid is a worthwhile investment.	6.63	6.08 / 1.40	0.55	6.50	5.83 / 1.45	0.67	0.25 ***
★ 20. Students are made to feel welcome here.	6.57	6.24 / 1.23	0.33	6.46	6.05 / 1.29	0.41	0.19 ***
1. The campus staff are caring and helpful.	6.55	6.05 / 1.17	0.50	6.41	5.87 / 1.28	0.54	0.18 ***
33. Administrators are available to hear students' concerns.	6.51	6.01 / 1.37	0.50	6.30	5.58 / 1.56	0.72	0.43 ***
★ 39. On the whole, the campus is well-maintained.	6.51	6.42 / 1.01	0.09	6.38	6.11 / 1.21	0.27	0.31 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.46	5.64 / 1.67	0.82	6.24	5.38 / 1.69	0.86	0.26 ***
Student Centeredness	6.52	5.99 / 1.12	0.53	6.36	5.73 / 1.20	0.63	0.26 ***

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	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
★ 20. Students are made to feel welcome here.	6.57	6.24 / 1.23	0.33	6.46	6.05 / 1.29	0.41	0.19 ***
1. The campus staff are caring and helpful.	6.55	6.05 / 1.17	0.50	6.41	5.87 / 1.28	0.54	0.18 ***
33. Administrators are available to hear students' concerns.	6.51	6.01 / 1.37	0.50	6.30	5.58 / 1.56	0.72	0.43 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.46	5.64 / 1.67	0.82	6.24	5.38 / 1.69	0.86	0.26 ***
Instructional Effectiveness	6.51	6.00 / 1.04	0.51	6.40	5.80 / 1.07	0.60	0.20 ***
🚩 8. The quality of instruction I receive in most of my classes is excellent.	6.68	5.91 / 1.31	0.77	6.59	5.81 / 1.35	0.78	0.10 *
12. Faculty are fair and unbiased in their treatment of individual students.	6.61	6.06 / 1.39	0.55	6.45	5.81 / 1.45	0.64	0.25 ***
🚩 40. There are sufficient courses within my program of study available each term.	6.61	5.95 / 1.42	0.66	6.50	5.73 / 1.48	0.77	0.22 ***
🚩 25. Faculty provide timely feedback about my academic progress.	6.58	5.91 / 1.38	0.67	6.43	5.64 / 1.47	0.79	0.27 ***
★ 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.53	6.19 / 1.22	0.34	6.41	5.97 / 1.32	0.44	0.22 ***
38. Most classes deal with practical experiences and applications.	6.44	5.91 / 1.36	0.53	6.34	5.78 / 1.33	0.56	0.13 **
31. Faculty use a variety of technology and media in the classroom.	6.13	6.10 / 1.22	0.03	6.06	5.86 / 1.30	0.20	0.24 ***
Academic Advising Effectiveness	6.47	5.79 / 1.32	0.68	6.36	5.63 / 1.33	0.73	0.16 ***
🚩 14. My academic advisor is knowledgeable about my program requirements.	6.60	5.87 / 1.55	0.73	6.52	5.85 / 1.51	0.67	0.02
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.53	5.92 / 1.49	0.61	6.34	5.58 / 1.59	0.76	0.34 ***
🚩 16. My advisor helps me apply my program of study to career goals.	6.49	5.81 / 1.66	0.68	6.37	5.66 / 1.62	0.71	0.15 *
3. My academic advisor is available when I need help.	6.37	5.81 / 1.55	0.56	6.28	5.66 / 1.55	0.62	0.15 **
35. I receive ongoing feedback about progress toward my academic goals.	6.37	5.56 / 1.63	0.81	6.28	5.41 / 1.63	0.87	0.15 *
Campus Services	6.44	6.20 / 0.92	0.24	6.28	5.87 / 1.02	0.41	0.33 ***
★ 28. This campus provides online access to services I need.	6.54	6.28 / 1.16	0.26	6.43	6.05 / 1.25	0.38	0.23 ***
★ 24. The equipment in the lab facilities is kept up to date.	6.53	6.16 / 1.24	0.37	6.35	5.79 / 1.39	0.56	0.37 ***
★ 27. Tutoring services are readily available.	6.51	6.36 / 1.13	0.15	6.25	5.88 / 1.40	0.37	0.48 ***
★ 18. Computer labs are adequate and accessible.	6.48	6.39 / 1.07	0.09	6.36	6.06 / 1.28	0.30	0.33 ***
26. There are adequate services to help me decide upon a career.	6.48	5.95 / 1.32	0.53	6.30	5.64 / 1.46	0.66	0.31 ***
30. The assessment and course placement procedures are reasonable.	6.47	6.14 / 1.19	0.33	6.28	5.78 / 1.36	0.50	0.36 ***
11. Counseling services are available if I need them.	6.27	6.01 / 1.35	0.26	6.03	5.71 / 1.42	0.32	0.30 ***

Scale / Item	Calhoun Community College - SSI			National Community Colleges Form B			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
6. Library resources and services are adequate.	6.26	6.27 / 1.13	-0.01	6.20	5.99 / 1.25	0.21	0.28 ***
Admissions and Financial Aid Effectiveness	6.40	5.85 / 1.27	0.55	6.25	5.55 / 1.29	0.70	0.30 ***
15. Financial aid counseling is available if I need it.	6.48	6.09 / 1.34	0.39	6.30	5.71 / 1.51	0.59	0.38 ***
23. This institution helps me identify resources to finance my education.	6.44	5.74 / 1.60	0.70	6.33	5.47 / 1.62	0.86	0.27 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.42	5.74 / 1.54	0.68	6.28	5.41 / 1.66	0.87	0.33 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.37	5.90 / 1.44	0.47	6.18	5.55 / 1.51	0.63	0.35 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.32	5.78 / 1.53	0.54	6.16	5.58 / 1.50	0.58	0.20 ***

National Group Means are based on 68690 records

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

Calhoun Community College - SSI - 05/2019



Student Satisfaction Inventory Form B

[«](#) [»](#)

	Calhoun Community College - SSI	National Community Colleges Form B	Difference
Summary			
So far, how has your college experience met your expectations?	5.13	4.93	0.20 ***
1=Much worse than expected	1%	1%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	4%	6%	
4=About what I expected	28%	32%	
5=Better than I expected	26%	25%	
6=Quite a bit better than I expected	14%	13%	
7=Much better than expected	23%	18%	
Rate your overall satisfaction with your experience here thus far.	5.79	5.55	0.24 ***
1=Not satisfied at all	1%	1%	
2=Not very satisfied	1%	2%	
3=Somewhat dissatisfied	4%	5%	
4=Neutral	8%	11%	
5=Somewhat satisfied	12%	15%	
6=Satisfied	41%	40%	
7=Very satisfied	31%	24%	
All in all, if you had to do it over, would you enroll here again?	6.17	5.76	0.41 ***
1=Definitely not	1%	2%	
2=Probably not	1%	4%	
3=Maybe not	2%	3%	
4=I don't know	4%	7%	
5=Maybe yes	6%	10%	

	Calhoun Community College - SSI	National Community Colleges Form B	
Summary			Difference
6=Probably yes	29%	30%	
7=Definitely yes	53%	41%	

Calhoun Community College - SSI - 05/2019



Student Satisfaction Inventory Form B

Sort on each column to see data from highest to lowest.

Item	Calhoun Community College - SSI			National Community Colleges Form B			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
1. The campus staff are caring and helpful.	6.55	6.05 / 1.17	0.50	6.41	5.87 / 1.28	0.54	0.18 ***
2. Classes are scheduled at times that are convenient for me.	6.61	5.88 / 1.32	0.73	6.49	5.72 / 1.39	0.77	0.16 **
3. My academic advisor is available when I need help.	6.37	5.81 / 1.55	0.56	6.28	5.66 / 1.55	0.62	0.15 **
4. Security staff respond quickly to calls for assistance.	6.62	6.32 / 1.08	0.30	6.21	5.65 / 1.43	0.56	0.67 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.42	5.74 / 1.54	0.68	6.28	5.41 / 1.66	0.87	0.33 ***
6. Library resources and services are adequate.	6.26	6.27 / 1.13	-0.01	6.20	5.99 / 1.25	0.21	0.28 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.32	5.78 / 1.53	0.54	6.16	5.58 / 1.50	0.58	0.20 ***
8. The quality of instruction I receive in most of my classes is excellent.	6.68	5.91 / 1.31	0.77	6.59	5.81 / 1.35	0.78	0.10 *
9. I am able to register for the classes I need with few conflicts.	6.67	6.04 / 1.34	0.63	6.51	5.76 / 1.45	0.75	0.28 ***
10. Parking lots are well-lighted and secure.	6.45	6.12 / 1.23	0.33	6.17	5.67 / 1.50	0.50	0.45 ***
11. Counseling services are available if I need them.	6.27	6.01 / 1.35	0.26	6.03	5.71 / 1.42	0.32	0.30 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.61	6.06 / 1.39	0.55	6.45	5.81 / 1.45	0.64	0.25 ***
13. The campus is safe and secure for all students.	6.72	6.45 / 0.94	0.27	6.56	6.08 / 1.21	0.48	0.37 ***
14. My academic advisor is knowledgeable about my program requirements.	6.60	5.87 / 1.55	0.73	6.52	5.85 / 1.51	0.67	0.02
15. Financial aid counseling is available if I need it.	6.48	6.09 / 1.34	0.39	6.30	5.71 / 1.51	0.59	0.38 ***
16. My advisor helps me apply my program of study to career goals.	6.49	5.81 / 1.66	0.68	6.37	5.66 / 1.62	0.71	0.15 *
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.37	5.90 / 1.44	0.47	6.18	5.55 / 1.51	0.63	0.35 ***
18. Computer labs are adequate and accessible.	6.48	6.39 / 1.07	0.09	6.36	6.06 / 1.28	0.30	0.33 ***
19. Registration processes and procedures are convenient.	6.56	6.18 / 1.28	0.38	6.44	5.87 / 1.37	0.57	0.31 ***
20. Students are made to feel welcome here.	6.57	6.24 / 1.23	0.33	6.46	6.05 / 1.29	0.41	0.19 ***

Item	Calhoun Community College - SSI			National Community Colleges Form B			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
21. The amount of student parking space on campus is adequate.	6.47	5.66 / 1.68	0.81	6.29	5.11 / 1.90	1.18	0.55 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.53	5.92 / 1.49	0.61	6.34	5.58 / 1.59	0.76	0.34 ***
23. This institution helps me identify resources to finance my education.	6.44	5.74 / 1.60	0.70	6.33	5.47 / 1.62	0.86	0.27 ***
★ 24. The equipment in the lab facilities is kept up to date.	6.53	6.16 / 1.24	0.37	6.35	5.79 / 1.39	0.56	0.37 ***
📄 25. Faculty provide timely feedback about my academic progress.	6.58	5.91 / 1.38	0.67	6.43	5.64 / 1.47	0.79	0.27 ***
26. There are adequate services to help me decide upon a career.	6.48	5.95 / 1.32	0.53	6.30	5.64 / 1.46	0.66	0.31 ***
★ 27. Tutoring services are readily available.	6.51	6.36 / 1.13	0.15	6.25	5.88 / 1.40	0.37	0.48 ***
★ 28. This campus provides online access to services I need.	6.54	6.28 / 1.16	0.26	6.43	6.05 / 1.25	0.38	0.23 ***
★ 29. There are convenient ways of paying my school bill.	6.57	6.22 / 1.22	0.35	6.40	5.88 / 1.41	0.52	0.34 ***
30. The assessment and course placement procedures are reasonable.	6.47	6.14 / 1.19	0.33	6.28	5.78 / 1.36	0.50	0.36 ***
31. Faculty use a variety of technology and media in the classroom.	6.13	6.10 / 1.22	0.03	6.06	5.86 / 1.30	0.20	0.24 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.56	6.08 / 1.25	0.48	6.39	5.77 / 1.39	0.62	0.31 ***
33. Administrators are available to hear students' concerns.	6.51	6.01 / 1.37	0.50	6.30	5.58 / 1.56	0.72	0.43 ***
★ 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.53	6.19 / 1.22	0.34	6.41	5.97 / 1.32	0.44	0.22 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.37	5.56 / 1.63	0.81	6.28	5.41 / 1.63	0.87	0.15 *
36. Tuition paid is a worthwhile investment.	6.63	6.08 / 1.40	0.55	6.50	5.83 / 1.45	0.67	0.25 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.46	5.64 / 1.67	0.82	6.24	5.38 / 1.69	0.86	0.26 ***
38. Most classes deal with practical experiences and applications.	6.44	5.91 / 1.36	0.53	6.34	5.78 / 1.33	0.56	0.13 **
★ 39. On the whole, the campus is well-maintained.	6.51	6.42 / 1.01	0.09	6.38	6.11 / 1.21	0.27	0.31 ***
📄 40. There are sufficient courses within my program of study available each term.	6.61	5.95 / 1.42	0.66	6.50	5.73 / 1.48	0.77	0.22 ***
41. Campus item: A technology support center to assist with online resources & troubleshooting my personal devices would be helpful to me.	6.27	6.09 / 1.29	0.18				
42. Campus item: Admissions procedures are clear and the application process is student-friendly.	6.54	6.12 / 1.23	0.42				
43. Campus item: The Career Services Office equips students with the tools they need to compete in the job market.	6.46	6.14 / 1.22	0.32				

Item	Calhoun Community College - SSI			National Community Colleges Form B			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
44. Campus item: There are adequate opportunities (clubs/organizations, student events, etc.) offered on campus that help me feel connected.	6.08	5.82 / 1.60	0.26				
45. Campus item: A loaner program for technology devices (laptop, iPad, graphing calculators, etc.) would be helpful to me.	5.74	5.72 / 1.67	0.02				
46. Campus item: The Financial Aid application process is clear and student-friendly.	6.44	5.54 / 1.73	0.90				
47. Campus item: The Orientation (ORI 110 or 105) course is a valuable experience.	5.42	5.03 / 2.19	0.39				
48. Campus item: The availability of mental health professionals on campus would be helpful to me.	5.83	5.58 / 1.79	0.25				
49. Campus item: Testing services provided by the Student Disability Services/ADA Offices are adequate.	6.29	6.22 / 1.19	0.07				
50. Campus item: A low-cost form of transportation between campuses would be helpful for me.	5.44	5.55 / 1.91	-0.11				
51. Cost as factor in decision to enroll.	6.52			6.46			
52. Financial assistance as factor in decision to enroll.	6.27			6.28			
53. Academic reputation as factor in decision to enroll.	6.11			6.13			
54. Future career opportunities as factor in decision to enroll.	6.49			6.44			
55. Personal recommendations as factor in decision to enroll.	5.84			5.92			
56. Distance from campus as factor in decision to enroll.	6.20			6.10			
57. Information on the campus Web site as factor in decision to enroll.	5.81			5.87			
58. Campus visits as factor in decision to enroll.	5.31			5.48			

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**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

