

Demographics

Gender	N	%	Current Class Load	N	%
Female	480	65.40%	Full-time	466	63.92%
Male	254	34.60%	Part-time	263	36.08%
Total	734	100.00%	Total	729	100.00%
No Response	6		No Response	11	
Age					
Age	N	%	Class Level	N	%
18 and under	76	10.38%	1 year or less	337	46.04%
19 to 24	385	52.60%	2 years	258	35.25%
25 to 34	149	20.36%	3 years	89	12.16%
35 to 44	72	9.84%	4 or more years	48	6.56%
45 and over	50	6.83%	Total	732	100.00%
Total	732	100.00%	No Response	8	
No Response	8				
Ethnicity/Race					
Ethnicity/Race	N	%	Current GPA	N	%
Alaskan Native	1	0.14%	No credits earned	41	5.59%
American Indian	17	2.34%	1.99 or below	11	1.50%
Asian	24	3.30%	2.0 - 2.49	44	6.00%
Black/African-American	92	12.64%	2.5 - 2.99	128	17.46%
Hispanic or Latino (and Puerto Rican)	34	4.67%	3.0 - 3.49	192	26.19%
Native Hawaiian or Pacific Islander	2	0.27%	3.5 or above	317	43.25%
White/Caucasian	508	69.78%	Total	733	100.00%
Multi-racial	34	4.67%	No Response	7	
Other race	16	2.20%			
Total	728	100.00%			
No Response	12				
Current Enrollment Status					
Current Enrollment Status	N	%	Educational Goal	N	%
Day	581	79.16%	Associate degree	372	50.68%
Evening	151	20.57%	Vocational/technical program	6	0.82%
Weekend	2	0.27%	Transfer to another institution	316	43.05%
Total	734	100.00%	Certification (initial/renewal)	12	1.63%
No Response	6		Self-improvement/pleasure	5	0.68%
			Job-related training	4	0.54%
			Other educational goal	19	2.59%
			Total	734	100.00%
			No Response	6	

Demographics

Employment	N	%	Organization Memberships	N	%
Full-time off campus	202	27.56%	No organization memberships	542	74.04%
Part-time off campus	264	36.02%	One or two organization memberships	169	23.09%
Full-time on campus	12	1.64%	Three or four organization memberships	19	2.60%
Part-time on campus	22	3.00%	Five or more organization memberships	2	0.27%
Not employed	233	31.79%	Total	732	100.00%
Total	733	100.00%	No Response	8	
No Response	7				

Current Residence	N	%	Tuition Source	N	%
Residence hall	1	0.14%	Scholarships	63	8.59%
Own house	190	25.92%	Financial aid	362	49.39%
Rent room or apt off campus	118	16.10%	Family contributions	141	19.24%
Parent's home	379	51.71%	Self support	121	16.51%
Other residence	45	6.14%	Other tuition source	46	6.28%
Total	733	100.00%	Total	733	100.00%
No Response	7		No Response	7	

Residence Classification	N	%	At which location do you attend the majority of your classes?	N	%
In-state	709	96.59%	Alabama Center for the Arts	24	3.27%
Out-of-state	14	1.91%	Decatur Campus	336	45.78%
International (not U.S. citizen)	11	1.50%	Huntsville Campus	361	49.18%
Total	734	100.00%	I am a dually enrolled High School student	13	1.77%
No Response	6		Campus item - Answer 5	0	0.00%
			Campus item - Answer 6	0	0.00%
			Total	734	100.00%
			No Response	6	

Institution Was My	N	%	I am currently, or have in the past, taken a developmental English or Math class.	N	%
1st choice	531	72.54%	Yes	356	48.70%
2nd choice	149	20.36%	No	375	51.30%
3rd choice or lower	52	7.10%	Campus item 2 - Answer 3	0	0.00%
Total	732	100.00%	Campus item 2 - Answer 4	0	0.00%
No Response	8		Campus item 2 - Answer 5	0	0.00%
			Campus item 2 - Answer 6	0	0.00%
			Total	731	100.00%
			No Response	9	

Plan to Transfer	N	%
Yes I plan to transfer	528	72.03%
No I do not plan to transfer	205	27.97%
Total	733	100.00%
No Response	7	

Demographics

Group Code	N	%
0099: Audit Only	1	0.14%
0101: Computer Information Systems (includes all areas of concentration)	59	8.06%
0102: General Studies (includes all areas of concentration)	241	32.92%
0107: Security	1	0.14%
0201: Business Administration (includes all areas of concentration)	89	12.16%
0401: Computer Graphics	24	3.28%
0601: Dental Assisting	7	0.96%
0613: Advanced Manufacturing (includes all areas of concentration)	39	5.33%
0708: Child Development	20	2.73%
0806: Physical Therapist Assistant	31	4.23%
0904: Emergency Medical Services	7	0.96%
0909: Surgical Technology	10	1.37%
0999: Music Industry Communications	4	0.55%
1004: Medical Laboratory Technician	12	1.64%
3801: Nursing	125	17.08%
9999: Undecided	62	8.47%
Total	732	100.00%
No Response	8	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 13. The campus is safe and secure for all students.
- 19. Registration processes and procedures are convenient.
- 28. This campus provides online access to services I need.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 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.
- 18. Computer labs are adequate and accessible.
- 24. The equipment in the lab facilities is kept up to date.
- 39. On the whole, the campus is well-maintained.

Challenges

- 8. The quality of instruction I receive in most of my classes is excellent.
- 40. There are sufficient courses within my program of study available each term.
- 9. I am able to register for the classes I need with few conflicts.
- 14. My academic advisor is knowledgeable about my program requirements.
- 22. My academic advisor is knowledgeable about transfer requirements of other schools.
- 1. The campus staff are caring and helpful.
- 25. Faculty provide timely feedback about my academic progress.
- 46. Campus item: The Financial Aid application process is clear and student-friendly.
- 23. This institution helps me identify resources to finance my education.
- 5. Financial aid awards are announced in time to be helpful in college planning.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Community Colleges Form B

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

Higher Importance vs. National Community Colleges Form B

- 13. The campus is safe and secure for all students.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 22. My academic advisor is knowledgeable about transfer requirements of other schools.
- 4. Security staff respond quickly to calls for assistance.
- 16. My advisor helps me apply my program of study to career goals.

Institutional Summary
Scales: In Order of Importance

Scale	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Registration Effectiveness	6.57	5.99 / 0.99	0.58	6.47	5.76 / 1.06	0.71	0.23 ***
Campus Climate	6.55	5.97 / 0.99	0.58	6.41	5.81 / 1.04	0.60	0.16 ***
Instructional Effectiveness	6.53	5.91 / 1.01	0.62	6.41	5.76 / 1.05	0.65	0.15 ***
Safety and Security	6.52	5.97 / 1.05	0.55	6.28	5.55 / 1.18	0.73	0.42 ***
Student Centeredness	6.51	5.78 / 1.21	0.73	6.36	5.69 / 1.18	0.67	0.09 *
Academic Advising Effectiveness	6.48	5.72 / 1.29	0.76	6.35	5.53 / 1.33	0.82	0.19 ***
Admissions and Financial Aid Effectiveness	6.42	5.63 / 1.30	0.79	6.24	5.49 / 1.27	0.75	0.14 **
Campus Services	6.42	6.05 / 0.97	0.37	6.24	5.80 / 1.00	0.44	0.25 ***

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

National Group Means are based on 68260 records.

Institutional Summary

Items: In Order of Importance

Item	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The quality of instruction I receive in most of my classes is excellent.	6.74	5.83 / 1.35	0.91	6.63	5.80 / 1.33	0.83	0.03
13. The campus is safe and secure for all students.	6.73	6.31 / 1.04	0.42	6.54	6.04 / 1.19	0.50	0.27 ***
40. There are sufficient courses within my program of study available each term.	6.64	5.75 / 1.52	0.89	6.52	5.63 / 1.50	0.89	0.12 *
51. Cost as factor in decision to enroll.	6.64			6.51			
9. I am able to register for the classes I need with few conflicts.	6.63	5.89 / 1.40	0.74	6.55	5.72 / 1.44	0.83	0.17 **
12. Faculty are fair and unbiased in their treatment of individual students.	6.63	6.01 / 1.42	0.62	6.46	5.77 / 1.44	0.69	0.24 ***
14. My academic advisor is knowledgeable about my program requirements.	6.62	5.77 / 1.57	0.85	6.51	5.76 / 1.53	0.75	0.01
36. Tuition paid is a worthwhile investment.	6.62	6.03 / 1.33	0.59	6.54	5.82 / 1.41	0.72	0.21 ***
2. Classes are scheduled at times that are convenient for me.	6.59	5.91 / 1.29	0.68	6.54	5.67 / 1.40	0.87	0.24 ***
19. Registration processes and procedures are convenient.	6.59	6.08 / 1.25	0.51	6.45	5.83 / 1.37	0.62	0.25 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.58	5.81 / 1.55	0.77	6.33	5.46 / 1.60	0.87	0.35 ***
28. This campus provides online access to services I need.	6.57	6.24 / 1.14	0.33	6.42	6.02 / 1.23	0.40	0.22 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.57	6.18 / 1.21	0.39	6.42	5.95 / 1.30	0.47	0.23 ***
1. The campus staff are caring and helpful.	6.56	5.84 / 1.27	0.72	6.41	5.84 / 1.27	0.57	0.00
4. Security staff respond quickly to calls for assistance.	6.56	6.11 / 1.29	0.45	6.11	5.52 / 1.43	0.59	0.59 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
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Institutional Summary Items: In Order of Importance

Item	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Future career opportunities as factor in decision to enroll.	6.55			6.43			
20. Students are made to feel welcome here.	6.54	6.08 / 1.29	0.46	6.44	6.00 / 1.28	0.44	0.08
25. Faculty provide timely feedback about my academic progress.	6.54	5.83 / 1.36	0.71	6.45	5.58 / 1.46	0.87	0.25 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.53	5.93 / 1.33	0.60	6.40	5.73 / 1.38	0.67	0.20 ***
46. Campus item: The Financial Aid application process is clear and student-friendly.	6.53	5.50 / 1.72	1.03				
16. My advisor helps me apply my program of study to career goals.	6.51	5.81 / 1.57	0.70	6.35	5.54 / 1.63	0.81	0.27 ***
29. There are convenient ways of paying my school bill.	6.51	6.16 / 1.26	0.35	6.38	5.87 / 1.37	0.51	0.29 ***
18. Computer labs are adequate and accessible.	6.50	6.28 / 1.15	0.22	6.35	5.99 / 1.30	0.36	0.29 ***
41. Campus item: Admissions staff respond to my questions and concerns in a timely manner.	6.50	5.88 / 1.43	0.62				
24. The equipment in the lab facilities is kept up to date.	6.49	6.10 / 1.26	0.39	6.35	5.74 / 1.39	0.61	0.36 ***
39. On the whole, the campus is well-maintained.	6.49	6.30 / 1.07	0.19	6.36	6.08 / 1.20	0.28	0.22 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.48	5.49 / 1.71	0.99	6.29	5.40 / 1.63	0.89	0.09
23. This institution helps me identify resources to finance my education.	6.48	5.53 / 1.69	0.95	6.33	5.40 / 1.62	0.93	0.13 *
42. Campus item: Admissions procedures are clear and the application process is student-friendly.	6.48	6.01 / 1.31	0.47				
15. Financial aid counseling is available if I need it.	6.47	5.76 / 1.58	0.71	6.28	5.66 / 1.49	0.62	0.10

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National Group Means are based on 68260 records.

Institutional Summary Items: In Order of Importance

Item	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
33. Administrators are available to hear students' concerns.	6.47	5.78 / 1.48	0.69	6.29	5.50 / 1.55	0.79	0.28 ***
27. Tutoring services are readily available.	6.45	6.06 / 1.40	0.39	6.19	5.82 / 1.39	0.37	0.24 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.45	5.39 / 1.81	1.06	6.29	5.36 / 1.66	0.93	0.03
38. Most classes deal with practical experiences and applications.	6.45	5.74 / 1.45	0.71	6.35	5.76 / 1.30	0.59	-0.02
30. The assessment and course placement procedures are reasonable.	6.44	5.96 / 1.35	0.48	6.26	5.70 / 1.35	0.56	0.26 ***
48. Campus item: Personnel in the Student Disability Services/ADA Offices respond to my needs in a timely manner.	6.43	5.94 / 1.44	0.49				
49. Campus item: Testing services provided by the Student Disability Services/ADA Offices are adequate.	6.43	5.95 / 1.50	0.48				
21. The amount of student parking space on campus is adequate.	6.42	5.56 / 1.73	0.86	6.31	5.00 / 1.91	1.31	0.56 ***
52. Financial assistance as factor in decision to enroll.	6.41			6.27			
43. Campus item: The Career Services Office equips students with the tools they need to compete in an ever-changing job market.	6.40	5.89 / 1.42	0.51				
3. My academic advisor is available when I need help.	6.39	5.90 / 1.47	0.49	6.25	5.57 / 1.56	0.68	0.33 ***
10. Parking lots are well-lighted and secure.	6.39	5.98 / 1.36	0.41	6.14	5.62 / 1.49	0.52	0.36 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.39	5.72 / 1.53	0.67	6.14	5.45 / 1.51	0.69	0.27 ***
26. There are adequate services to help me decide upon a career.	6.39	5.72 / 1.48	0.67	6.28	5.54 / 1.46	0.74	0.18 **
53. Academic reputation as factor in decision to enroll.	6.38			6.12			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 68260 records.

Institutional Summary Items: In Order of Importance

Item	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
6. Library resources and services are adequate.	6.34	6.14 / 1.15	0.20	6.14	5.92 / 1.25	0.22	0.22 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.31	5.31 / 1.73	1.00	6.31	5.32 / 1.62	0.99	-0.01
7. Admissions staff provide personalized attention prior to enrollment.	6.29	5.67 / 1.52	0.62	6.14	5.52 / 1.50	0.62	0.15 **
57. Information on the campus Web site as factor in decision to enroll.	6.27			5.86			
11. Counseling services are available if I need them.	6.19	5.85 / 1.50	0.34	5.96	5.62 / 1.42	0.34	0.23 ***
56. Distance from campus as factor in decision to enroll.	6.18			6.15			
55. Personal recommendations as factor in decision to enroll.	6.14			5.91			
45. Campus item: The College provides comfortable places to spend my leisure time.	6.13	5.69 / 1.55	0.44				
31. Faculty use a variety of technology and media in the classroom.	6.12	6.05 / 1.29	0.07	6.05	5.83 / 1.28	0.22	0.22 ***
44. Campus item: There are adequate opportunities (clubs/ organizations, student events, etc.) offered on campus that help me feel connected.	6.00	5.56 / 1.69	0.44				
58. Campus visits as factor in decision to enroll.	5.64			5.43			
47. Campus item: The Orientation (ORI 110 or 105) course is a valuable experience.	5.63	5.14 / 2.08	0.49				
50. Campus item: A low-cost form of transportation between campuses would be helpful for me.	5.49	5.43 / 1.96	0.06				

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 *** Difference statistically significant at the .001 level

National Group Means are based on 68260 records.

Institutional Summary

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

Scale/Item	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.48	5.72 / 1.29	0.76	6.35	5.53 / 1.33	0.82	0.19 ***
3. My academic advisor is available when I need help.	6.39	5.90 / 1.47	0.49	6.25	5.57 / 1.56	0.68	0.33 ***
14. My academic advisor is knowledgeable about my program requirements.	6.62	5.77 / 1.57	0.85	6.51	5.76 / 1.53	0.75	0.01
16. My advisor helps me apply my program of study to career goals.	6.51	5.81 / 1.57	0.70	6.35	5.54 / 1.63	0.81	0.27 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.58	5.81 / 1.55	0.77	6.33	5.46 / 1.60	0.87	0.35 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.31	5.31 / 1.73	1.00	6.31	5.32 / 1.62	0.99	-0.01

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

National Group Means are based on 68260 records.

Institutional Summary

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

Scale/Item	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	6.42	5.63 / 1.30	0.79	6.24	5.49 / 1.27	0.75	0.14 **
5. Financial aid awards are announced in time to be helpful in college planning.	6.48	5.49 / 1.71	0.99	6.29	5.40 / 1.63	0.89	0.09
7. Admissions staff provide personalized attention prior to enrollment.	6.29	5.67 / 1.52	0.62	6.14	5.52 / 1.50	0.62	0.15 **
15. Financial aid counseling is available if I need it.	6.47	5.76 / 1.58	0.71	6.28	5.66 / 1.49	0.62	0.10
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.39	5.72 / 1.53	0.67	6.14	5.45 / 1.51	0.69	0.27 ***
23. This institution helps me identify resources to finance my education.	6.48	5.53 / 1.69	0.95	6.33	5.40 / 1.62	0.93	0.13 *

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

National Group Means are based on 68260 records.

Institutional Summary

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

Scale/Item	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.55	5.97 / 0.99	0.58	6.41	5.81 / 1.04	0.60	0.16 ***
1. The campus staff are caring and helpful.	6.56	5.84 / 1.27	0.72	6.41	5.84 / 1.27	0.57	0.00
13. The campus is safe and secure for all students.	6.73	6.31 / 1.04	0.42	6.54	6.04 / 1.19	0.50	0.27 ***
20. Students are made to feel welcome here.	6.54	6.08 / 1.29	0.46	6.44	6.00 / 1.28	0.44	0.08
33. Administrators are available to hear students' concerns.	6.47	5.78 / 1.48	0.69	6.29	5.50 / 1.55	0.79	0.28 ***
36. Tuition paid is a worthwhile investment.	6.62	6.03 / 1.33	0.59	6.54	5.82 / 1.41	0.72	0.21 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.45	5.39 / 1.81	1.06	6.29	5.36 / 1.66	0.93	0.03
39. On the whole, the campus is well-maintained.	6.49	6.30 / 1.07	0.19	6.36	6.08 / 1.20	0.28	0.22 ***

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

National Group Means are based on 68260 records.

Institutional Summary

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

Scale/Item	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SERVICES	6.42	6.05 / 0.97	0.37	6.24	5.80 / 1.00	0.44	0.25 ***
6. Library resources and services are adequate.	6.34	6.14 / 1.15	0.20	6.14	5.92 / 1.25	0.22	0.22 ***
11. Counseling services are available if I need them.	6.19	5.85 / 1.50	0.34	5.96	5.62 / 1.42	0.34	0.23 ***
18. Computer labs are adequate and accessible.	6.50	6.28 / 1.15	0.22	6.35	5.99 / 1.30	0.36	0.29 ***
24. The equipment in the lab facilities is kept up to date.	6.49	6.10 / 1.26	0.39	6.35	5.74 / 1.39	0.61	0.36 ***
26. There are adequate services to help me decide upon a career.	6.39	5.72 / 1.48	0.67	6.28	5.54 / 1.46	0.74	0.18 **
27. Tutoring services are readily available.	6.45	6.06 / 1.40	0.39	6.19	5.82 / 1.39	0.37	0.24 ***
28. This campus provides online access to services I need.	6.57	6.24 / 1.14	0.33	6.42	6.02 / 1.23	0.40	0.22 ***
30. The assessment and course placement procedures are reasonable.	6.44	5.96 / 1.35	0.48	6.26	5.70 / 1.35	0.56	0.26 ***

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

National Group Means are based on 68260 records.

Institutional Summary

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

Scale/Item	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.53	5.91 / 1.01	0.62	6.41	5.76 / 1.05	0.65	0.15 ***
8. The quality of instruction I receive in most of my classes is excellent.	6.74	5.83 / 1.35	0.91	6.63	5.80 / 1.33	0.83	0.03
12. Faculty are fair and unbiased in their treatment of individual students.	6.63	6.01 / 1.42	0.62	6.46	5.77 / 1.44	0.69	0.24 ***
25. Faculty provide timely feedback about my academic progress.	6.54	5.83 / 1.36	0.71	6.45	5.58 / 1.46	0.87	0.25 ***
31. Faculty use a variety of technology and media in the classroom.	6.12	6.05 / 1.29	0.07	6.05	5.83 / 1.28	0.22	0.22 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.57	6.18 / 1.21	0.39	6.42	5.95 / 1.30	0.47	0.23 ***
38. Most classes deal with practical experiences and applications.	6.45	5.74 / 1.45	0.71	6.35	5.76 / 1.30	0.59	-0.02
40. There are sufficient courses within my program of study available each term.	6.64	5.75 / 1.52	0.89	6.52	5.63 / 1.50	0.89	0.12 *

* 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 68260 records.

Institutional Summary

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

Scale/Item	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.57	5.99 / 0.99	0.58	6.47	5.76 / 1.06	0.71	0.23 ***
2. Classes are scheduled at times that are convenient for me.	6.59	5.91 / 1.29	0.68	6.54	5.67 / 1.40	0.87	0.24 ***
9. I am able to register for the classes I need with few conflicts.	6.63	5.89 / 1.40	0.74	6.55	5.72 / 1.44	0.83	0.17 **
19. Registration processes and procedures are convenient.	6.59	6.08 / 1.25	0.51	6.45	5.83 / 1.37	0.62	0.25 ***
29. There are convenient ways of paying my school bill.	6.51	6.16 / 1.26	0.35	6.38	5.87 / 1.37	0.51	0.29 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.53	5.93 / 1.33	0.60	6.40	5.73 / 1.38	0.67	0.20 ***

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

National Group Means are based on 68260 records.

Institutional Summary

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

Scale/Item	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.52	5.97 / 1.05	0.55	6.28	5.55 / 1.18	0.73	0.42 ***
4. Security staff respond quickly to calls for assistance.	6.56	6.11 / 1.29	0.45	6.11	5.52 / 1.43	0.59	0.59 ***
10. Parking lots are well-lighted and secure.	6.39	5.98 / 1.36	0.41	6.14	5.62 / 1.49	0.52	0.36 ***
13. The campus is safe and secure for all students.	6.73	6.31 / 1.04	0.42	6.54	6.04 / 1.19	0.50	0.27 ***
21. The amount of student parking space on campus is adequate.	6.42	5.56 / 1.73	0.86	6.31	5.00 / 1.91	1.31	0.56 ***

* 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 68260 records.

Institutional Summary

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

Scale/Item	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.51	5.78 / 1.21	0.73	6.36	5.69 / 1.18	0.67	0.09 *
1. The campus staff are caring and helpful.	6.56	5.84 / 1.27	0.72	6.41	5.84 / 1.27	0.57	0.00
20. Students are made to feel welcome here.	6.54	6.08 / 1.29	0.46	6.44	6.00 / 1.28	0.44	0.08
33. Administrators are available to hear students' concerns.	6.47	5.78 / 1.48	0.69	6.29	5.50 / 1.55	0.79	0.28 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.45	5.39 / 1.81	1.06	6.29	5.36 / 1.66	0.93	0.03

* 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 68260 records.

Institutional Summary

Items: In Sequential Order

Item	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.56	5.84 / 1.27	0.72	6.41	5.84 / 1.27	0.57	0.00
2. Classes are scheduled at times that are convenient for me.	6.59	5.91 / 1.29	0.68	6.54	5.67 / 1.40	0.87	0.24 ***
3. My academic advisor is available when I need help.	6.39	5.90 / 1.47	0.49	6.25	5.57 / 1.56	0.68	0.33 ***
4. Security staff respond quickly to calls for assistance.	6.56	6.11 / 1.29	0.45	6.11	5.52 / 1.43	0.59	0.59 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.48	5.49 / 1.71	0.99	6.29	5.40 / 1.63	0.89	0.09
6. Library resources and services are adequate.	6.34	6.14 / 1.15	0.20	6.14	5.92 / 1.25	0.22	0.22 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.29	5.67 / 1.52	0.62	6.14	5.52 / 1.50	0.62	0.15 **
8. The quality of instruction I receive in most of my classes is excellent.	6.74	5.83 / 1.35	0.91	6.63	5.80 / 1.33	0.83	0.03
9. I am able to register for the classes I need with few conflicts.	6.63	5.89 / 1.40	0.74	6.55	5.72 / 1.44	0.83	0.17 **
10. Parking lots are well-lighted and secure.	6.39	5.98 / 1.36	0.41	6.14	5.62 / 1.49	0.52	0.36 ***
11. Counseling services are available if I need them.	6.19	5.85 / 1.50	0.34	5.96	5.62 / 1.42	0.34	0.23 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.63	6.01 / 1.42	0.62	6.46	5.77 / 1.44	0.69	0.24 ***
13. The campus is safe and secure for all students.	6.73	6.31 / 1.04	0.42	6.54	6.04 / 1.19	0.50	0.27 ***
14. My academic advisor is knowledgeable about my program requirements.	6.62	5.77 / 1.57	0.85	6.51	5.76 / 1.53	0.75	0.01
15. Financial aid counseling is available if I need it.	6.47	5.76 / 1.58	0.71	6.28	5.66 / 1.49	0.62	0.10

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National Group Means are based on 68260 records.

Institutional Summary Items: In Sequential Order

Item	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. My advisor helps me apply my program of study to career goals.	6.51	5.81 / 1.57	0.70	6.35	5.54 / 1.63	0.81	0.27 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.39	5.72 / 1.53	0.67	6.14	5.45 / 1.51	0.69	0.27 ***
18. Computer labs are adequate and accessible.	6.50	6.28 / 1.15	0.22	6.35	5.99 / 1.30	0.36	0.29 ***
19. Registration processes and procedures are convenient.	6.59	6.08 / 1.25	0.51	6.45	5.83 / 1.37	0.62	0.25 ***
20. Students are made to feel welcome here.	6.54	6.08 / 1.29	0.46	6.44	6.00 / 1.28	0.44	0.08
21. The amount of student parking space on campus is adequate.	6.42	5.56 / 1.73	0.86	6.31	5.00 / 1.91	1.31	0.56 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.58	5.81 / 1.55	0.77	6.33	5.46 / 1.60	0.87	0.35 ***
23. This institution helps me identify resources to finance my education.	6.48	5.53 / 1.69	0.95	6.33	5.40 / 1.62	0.93	0.13 *
24. The equipment in the lab facilities is kept up to date.	6.49	6.10 / 1.26	0.39	6.35	5.74 / 1.39	0.61	0.36 ***
25. Faculty provide timely feedback about my academic progress.	6.54	5.83 / 1.36	0.71	6.45	5.58 / 1.46	0.87	0.25 ***
26. There are adequate services to help me decide upon a career.	6.39	5.72 / 1.48	0.67	6.28	5.54 / 1.46	0.74	0.18 **
27. Tutoring services are readily available.	6.45	6.06 / 1.40	0.39	6.19	5.82 / 1.39	0.37	0.24 ***
28. This campus provides online access to services I need.	6.57	6.24 / 1.14	0.33	6.42	6.02 / 1.23	0.40	0.22 ***
29. There are convenient ways of paying my school bill.	6.51	6.16 / 1.26	0.35	6.38	5.87 / 1.37	0.51	0.29 ***
30. The assessment and course placement procedures are reasonable.	6.44	5.96 / 1.35	0.48	6.26	5.70 / 1.35	0.56	0.26 ***

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National Group Means are based on 68260 records.

Institutional Summary

Items: In Sequential Order

Item	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Faculty use a variety of technology and media in the classroom.	6.12	6.05 / 1.29	0.07	6.05	5.83 / 1.28	0.22	0.22 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.53	5.93 / 1.33	0.60	6.40	5.73 / 1.38	0.67	0.20 ***
33. Administrators are available to hear students' concerns.	6.47	5.78 / 1.48	0.69	6.29	5.50 / 1.55	0.79	0.28 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.57	6.18 / 1.21	0.39	6.42	5.95 / 1.30	0.47	0.23 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.31	5.31 / 1.73	1.00	6.31	5.32 / 1.62	0.99	-0.01
36. Tuition paid is a worthwhile investment.	6.62	6.03 / 1.33	0.59	6.54	5.82 / 1.41	0.72	0.21 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.45	5.39 / 1.81	1.06	6.29	5.36 / 1.66	0.93	0.03
38. Most classes deal with practical experiences and applications.	6.45	5.74 / 1.45	0.71	6.35	5.76 / 1.30	0.59	-0.02
39. On the whole, the campus is well-maintained.	6.49	6.30 / 1.07	0.19	6.36	6.08 / 1.20	0.28	0.22 ***
40. There are sufficient courses within my program of study available each term.	6.64	5.75 / 1.52	0.89	6.52	5.63 / 1.50	0.89	0.12 *
41. Campus item: Admissions staff respond to my questions and concerns in a timely manner.	6.50	5.88 / 1.43	0.62				
42. Campus item: Admissions procedures are clear and the application process is student-friendly.	6.48	6.01 / 1.31	0.47				
43. Campus item: The Career Services Office equips students with the tools they need to compete in an ever-changing job market.	6.40	5.89 / 1.42	0.51				

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National Group Means are based on 68260 records.

Institutional Summary
Items: In Sequential Order

Item	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
44. Campus item: There are adequate opportunities (clubs/ organizations, student events, etc.) offered on campus that help me feel connected.	6.00	5.56 / 1.69	0.44				
45. Campus item: The College provides comfortable places to spend my leisure time.	6.13	5.69 / 1.55	0.44				
46. Campus item: The Financial Aid application process is clear and student-friendly.	6.53	5.50 / 1.72	1.03				
47. Campus item: The Orientation (ORI 110 or 105) course is a valuable experience.	5.63	5.14 / 2.08	0.49				
48. Campus item: Personnel in the Student Disability Services/ ADA Offices respond to my needs in a timely manner.	6.43	5.94 / 1.44	0.49				
49. Campus item: Testing services provided by the Student Disability Services/ADA Offices are adequate.	6.43	5.95 / 1.50	0.48				
50. Campus item: A low-cost form of transportation between campuses would be helpful for me.	5.49	5.43 / 1.96	0.06				
51. Cost as factor in decision to enroll.	6.64			6.51			
52. Financial assistance as factor in decision to enroll.	6.41			6.27			
53. Academic reputation as factor in decision to enroll.	6.38			6.12			
54. Future career opportunities as factor in decision to enroll.	6.55			6.43			
55. Personal recommendations as factor in decision to enroll.	6.14			5.91			
56. Distance from campus as factor in decision to enroll.	6.18			6.15			

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

National Group Means are based on 68260 records.

Institutional Summary

Items: In Sequential Order

Item	Calhoun Community College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
57. Information on the campus Web site as factor in decision to enroll.	6.27			5.86			
58. Campus visits as factor in decision to enroll.	5.64			5.43			

National Group Means are based on 68260 records.

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 *** Difference statistically significant at the .001 level

Institutional Summary

Summary Items

Summary Item	Calhoun Community College - SSI	National Community Colleges Form B	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: 4.91 2% 2% 5% 31% 27% 14% 16%	Average: 4.93 1% 1% 6% 33% 26% 13% 17%	-0.02
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: 5.65 1% 2% 3% 9% 15% 42% 25%	Average: 5.59 1% 2% 5% 10% 14% 42% 23%	0.06
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: 5.92 2% 3% 2% 6% 7% 30% 46%	Average: 5.82 2% 3% 3% 7% 9% 30% 42%	0.10