

Butler County Community College

2008 Noel-Levitz Student Satisfaction Inventory Survey Results

In the spring 2008, Butler County Community College administered the Noel-Levitz Student Satisfaction Inventory (SSI) to a representative sample of BC3 students. The survey is designed to determine what aspects of college life matter most to students and how satisfied they are with them. 56 classes were randomly selected for polling. These classes together had a total enrollment of 1121 students. At the time the survey was administered 671 students completed and returned the survey. The response rate was 59.9%

Student Satisfaction Inventory (SSI) Scales

The SSI assessed the importance that students place on and their satisfaction with items on the following 8 scales:

- Academic Advising Effectiveness
- Admissions and Financial Aid Effectiveness
- Campus Climate
- Campus Services
- Instructional Effectiveness
- Registration Effectiveness
- Safety and Security
- Student Centeredness

The scales provide the big picture overview of what matters to our students and how satisfied they are on what matters to them. Since this is a national survey, the scales also provide a broad view of how satisfied our students are when comparing to the national group. Items that contribute to each scale are in the detailed report.

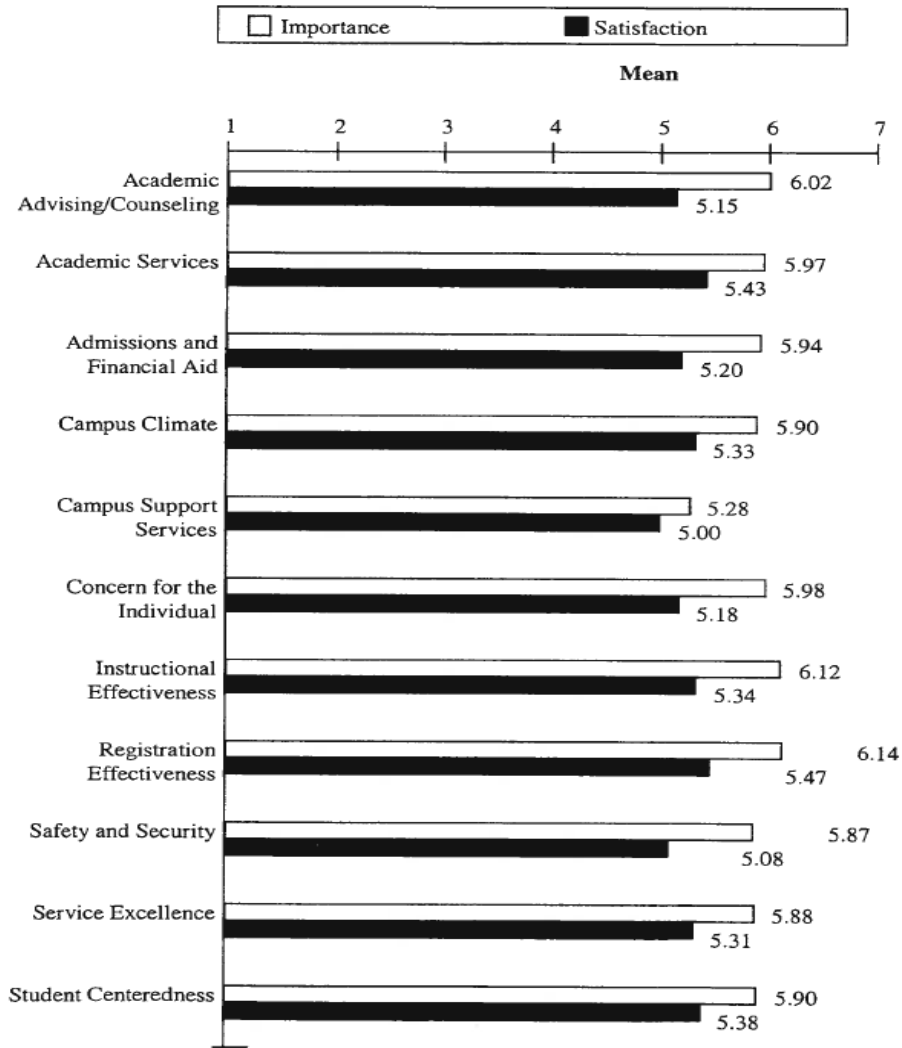
Scales in order with items that make up the scales are shown in the appendix.

How to Interpret the SSI outcomes

- Students rated the importance on a 1 – 7 Likert type scale, 7 being the highest
- Students rated the Satisfaction on a 1 – 7 Likert type scale, with 7 being the highest
- Mean Importance and Mean satisfaction were calculated
- Mean Importance minus Mean Satisfaction = Performance Gap
- Gap is the difference between students' perceived importance and satisfaction with aspects of college life
- Mean Difference is the between BC3 satisfaction means and the National Group means, positive mean difference indicates that our students are more satisfied than the national group; and negative mean difference indicates our students are less satisfied than the national group.
- Statistical significance in the difference of the means is calculated when two groups are compared. The level of significance is reflected by the number of asterisk with the mean difference. No asterisk = no significance, one asterisk is significant at .05 level, two asterisk is significant at .01 level and three asterisks is significant at .001 level.

SSI Outcomes for BC3

How Well Are We Meeting Our Students' Expectations?



Institutional Summary

Scales: In Order of Importance

Scale	Our Institution Means Butler County Community College			National Group Means National Community Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	Group 1 - Group 2
Registration Effectiveness	6.14	5.47 / 1.00	0.67	6.14	5.39 / 1.04	0.75	0.08 *
Instructional Effectiveness	6.12	5.34 / 1.10	0.78	6.16	5.38 / 1.06	0.78	-0.04
Academic Advising/Counseling	6.02	5.15 / 1.29	0.87	6.11	5.19 / 1.29	0.92	-0.04
Concern for the Individual	5.98	5.18 / 1.19	0.80	6.07	5.21 / 1.20	0.86	-0.03
Academic Services	5.97	5.43 / 1.06	0.54	6.03	5.42 / 1.05	0.61	0.01
Admissions and Financial Aid	5.94	5.20 / 1.14	0.74	6.01	5.10 / 1.21	0.91	0.10 *
Campus Climate	5.90	5.33 / 1.05	0.57	5.95	5.27 / 1.06	0.68	0.06
Student Centeredness	5.90	5.38 / 1.10	0.52	5.96	5.34 / 1.13	0.62	0.04
Service Excellence	5.88	5.31 / 1.05	0.57	5.94	5.23 / 1.07	0.71	0.08
Safety and Security	5.87	5.08 / 1.17	0.79	5.98	4.97 / 1.20	1.01	0.11 *
Campus Support Services	5.28	5.00 / 1.14	0.28	5.44	4.94 / 1.15	0.50	0.06
Responsiveness to Diverse Populations		5.54 / 1.23			5.43 / 1.24		0.11 *

National Group Means are based on 198833 records.

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

SSI Strengths and Challenges

SSI strengths are specific survey items which BC3 students identified as important and for which they also expressed satisfaction. Strengths are above midpoint in importance and are in the top 25% of satisfaction. Challenges are above midpoint in importance and in the lower 25% of satisfaction or the top 25% of performance gap scores.

Strengths are listed in descending order of importance

Strengths	
15. I am able to register for classes I need with few conflicts	
58. Nearly all of the faculty are knowledgeable in their fields.	
69. There is a good variety of courses provided on this campus	
70. I am able to express intellectual growth here.	
31. The campus is safe and secure for all students.	
66. Program requirements are clear and reasonable.	
61. Faculty are usually available after class and during office hours.	
36. Students are made to feel welcome on this campus.	
43. Class change (drop/add) policies are reasonable.	
68. On the whole the campus is well-maintained.	
14. Library resources and services are adequate	
35. Policies and procedures regarding registration and course selection are clear and well publicized.	
51. There are convenient ways of paying my school bill.	
28. It is an enjoyable experience to be a student on this campus.	
45. This institution has a good reputation within the community.	
62. Bookstore staff are helpful.	

Potential Uses of SSI Strengths

Outcome assessment for instructional and non-instructional program review

Recruitment and promotional materials

Highlight strengths in local and national media

Challenges are listed in descending order of importance

Challenges	
8. Classes are scheduled at times that are convenient for me.	
15. I am able to register for classes I need with few conflicts.	
18. The quality of instruction I receive in most of my classes is excellent.	
7. Adequate financial aid is available for most students.	

52. This school does whatever it can to help me reach my educational goals.	
39. The amount of student parking space on campus is adequate.	
29. Faculty are fair and unbiased in their treatment of individual students.	
23. Faculty are understanding of students' unique life circumstances.	
32. Academic advisor is knowledgeable about my program requirements	
40. My academic advisor is knowledgeable about the transfer requirements of other schools	
46. Faculty provide timely feedback about students' progress in a course.	
65. Students are notified early in the term if they are doing poorly in a class.	
37. Faculty take into consideration student differences as they teach a course.	

Item 15 appears on both strength and challenges lists. This occurs when an item has very high importance, relatively high satisfaction as well as a fairly large performance gap. The satisfaction score qualifies it as strength while the performance gap qualifies it as a challenge.

Potential Uses of the Challenges

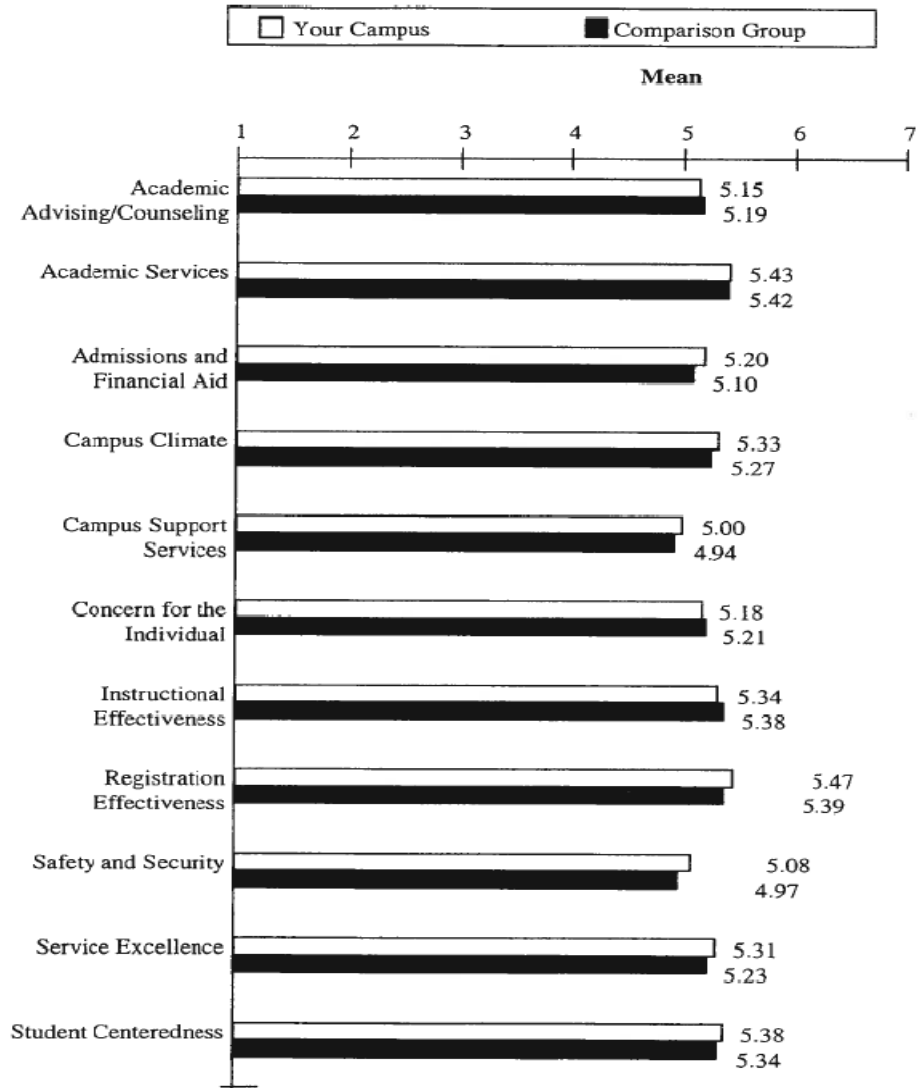
Responding to these items will improve satisfaction so as to increase enrollment, and retention and graduations rates.

Outcomes assessment for instructional and non-instructional program review

To inform goal setting for strategic planning initiatives.

National Comparison

How Satisfied Are Our Students Compared to Other Institutions?



The National Group Means provide the benchmark that BC3 can compare itself. BC3 students stated significantly higher satisfaction vs. the National Group on 9 items and significantly lower satisfaction on three items.

Higher Satisfaction vs. National Group Means

7. Adequate financial aid is available for most students.	
31. The campus is safe and secure for all students.	
39. The amount of student parking space on campus is adequate	
43. Class change (drop/add) policies are reasonable.	
68. On the whole the campus is well-maintained.	
51. There are convenient ways of paying my school bill.	
60. Billing policies are reasonable	
16. The college shows concern for students as individuals	
45. This institution has a good reputation within the community.	

Lower Satisfaction vs. National Group Means

18. The quality of instruction in most of my classes is excellent	
46. Faculty provide timely feedback about a student's progress in a course	
42. The equipment in the lab facilities is kept up to date.	

Potential uses of the National Comparison

Accountability: Items with higher satisfaction

Improvement: Items with lower satisfaction

Compiled by

Dr. Sunday O. Faseyitan

Dean of Assessment Projects

January 2010

Institutional Summary

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

Scale/Item	Our Institution Means Butler County Community College			National Group Means National Community Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	Group 1 - Group 2
ACADEMIC ADVISING/COUNSELING	6.02	5.15 / 1.29	0.87	6.11	5.19 / 1.29	0.92	-0.04
52. This school does whatever it can to help me reach my educational goals.	6.17	5.27 / 1.39	0.90	6.18	5.21 / 1.48	0.97	0.06
32. My academic advisor is knowledgeable about my program requirements.	6.11	5.26 / 1.65	0.85	6.25	5.36 / 1.61	0.89	-0.10
6. My academic advisor is approachable.	6.10	5.31 / 1.66	0.79	6.19	5.39 / 1.59	0.80	-0.08
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.10	5.20 / 1.61	0.90	6.10	5.10 / 1.61	1.00	0.10
25. My academic advisor is concerned about my success as an individual.	5.98	4.89 / 1.74	1.09	6.09	5.06 / 1.67	1.03	-0.17 *
48. Counseling staff care about students as individuals.	5.88	5.20 / 1.44	0.68	6.01	5.16 / 1.51	0.85	0.04
12. My academic advisor helps me set goals to work toward.	5.81	4.90 / 1.68	0.91	5.96	5.00 / 1.68	0.96	-0.10

National Group Means are based on 198833 records.

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

Institutional Summary

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

Scale/Item	Our Institution Means Butler County Community College			National Group Means National Community Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	Group 1 - Group 2
ACADEMIC SERVICES	5.97	5.43 / 1.06	0.54	6.03	5.42 / 1.05	0.61	0.01
34. Computer labs are adequate and accessible.	6.13	5.43 / 1.53	0.70	6.17	5.54 / 1.44	0.63	-0.11
14. Library resources and services are adequate.	6.10	5.52 / 1.45	0.58	6.12	5.56 / 1.37	0.56	-0.04
42. The equipment in the lab facilities is kept up to date.	6.02	5.30 / 1.41	0.72	6.12	5.42 / 1.41	0.70	-0.12 *
50. Tutoring services are readily available.	5.98	5.70 / 1.31	0.28	5.95	5.36 / 1.45	0.59	0.34 ***
55. Academic support services adequately meet the needs of students.	5.90	5.30 / 1.28	0.60	5.96	5.23 / 1.37	0.73	0.07
21. There are a sufficient number of study areas on campus.	5.82	5.30 / 1.60	0.52	5.94	5.33 / 1.51	0.61	-0.03
26. Library staff are helpful and approachable.	5.82	5.44 / 1.47	0.38	5.92	5.48 / 1.39	0.44	-0.04

* 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 198833 records.

Institutional Summary

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

Scale/Item	Our Institution Means Butler County Community College			National Group Means National Community Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	Group 1 - Group 2
ADMISSIONS AND FINANCIAL AID	5.94	5.20 / 1.14	0.74	6.01	5.10 / 1.21	0.91	0.10 *
7. Adequate financial aid is available for most students.	6.19	5.27 / 1.62	0.92	6.18	5.09 / 1.69	1.09	0.18 **
41. Admissions staff are knowledgeable.	6.08	5.42 / 1.37	0.66	6.12	5.35 / 1.42	0.77	0.07
20. Financial aid counselors are helpful.	5.95	5.21 / 1.52	0.74	6.03	5.02 / 1.66	1.01	0.19 **
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.90	4.89 / 1.63	1.01	6.00	4.87 / 1.66	1.13	0.02
49. Admissions counselors respond to prospective students' unique needs and requests.	5.88	5.22 / 1.40	0.66	5.94	5.14 / 1.45	0.80	0.08
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.61	5.18 / 1.43	0.43	5.74	5.10 / 1.41	0.64	0.08

National Group Means are based on 198833 records.

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

Institutional Summary

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

Scale/Item	Our Institution Means Butler County Community College			National Group Means National Community Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	Group 1 - Group 2
CAMPUS CLIMATE	5.90	5.33 / 1.05	0.57	5.95	5.27 / 1.06	0.68	0.06
31. The campus is safe and secure for all students.	6.17	5.61 / 1.33	0.56	6.25	5.50 / 1.35	0.75	0.11 *
52. This school does whatever it can to help me reach my educational goals.	6.17	5.27 / 1.39	0.90	6.18	5.21 / 1.48	0.97	0.06
36. Students are made to feel welcome on this campus.	6.13	5.59 / 1.35	0.54	6.12	5.53 / 1.36	0.59	0.06
28. It is an enjoyable experience to be a student on this campus.	6.06	5.48 / 1.40	0.58	6.10	5.47 / 1.41	0.63	0.01
16. The college shows concern for students as individuals.	6.05	5.24 / 1.42	0.81	6.09	5.10 / 1.52	0.99	0.14 *
45. This institution has a good reputation within the community.	6.02	5.71 / 1.34	0.31	6.02	5.60 / 1.35	0.42	0.11 *
63. I seldom get the "run-around" when seeking information on this campus.	6.00	5.21 / 1.55	0.79	6.03	5.08 / 1.62	0.95	0.13 *
27. The campus staff are caring and helpful.	5.95	5.45 / 1.30	0.50	6.02	5.40 / 1.33	0.62	0.05
57. Administrators are approachable to students.	5.91	5.30 / 1.47	0.61	5.98	5.22 / 1.47	0.76	0.08

* 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 198833 records.

Institutional Summary

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

Scale/Item	Our Institution Means Butler County Community College			National Group Means National Community Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	Group 1 - Group 2
22. People on this campus respect and are supportive of each other.	5.87	5.30 / 1.33	0.57	5.91	5.24 / 1.38	0.67	0.06
2. Faculty care about me as an individual.	5.85	5.28 / 1.42	0.57	5.94	5.35 / 1.40	0.59	-0.07
59. New student orientation services help students adjust to college.	5.75	5.29 / 1.45	0.46	5.78	5.20 / 1.47	0.58	0.09
67. Channels for expressing student complaints are readily available.	5.74	4.89 / 1.60	0.85	5.90	4.88 / 1.59	1.02	0.01
44. I generally know what's happening on campus.	5.51	5.11 / 1.45	0.40	5.50	4.90 / 1.52	0.60	0.21 ***
1. Most students feel a sense of belonging here.	5.31	5.23 / 1.36	0.08	5.45	5.28 / 1.37	0.17	-0.05

National Group Means are based on 198833 records.

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

Institutional Summary

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

Scale/Item	Our Institution Means Butler County Community College			National Group Means National Community Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	Group 1 - Group 2
CAMPUS SUPPORT SERVICES	5.28	5.00 / 1.14	0.28	5.44	4.94 / 1.15	0.50	0.06
47. There are adequate services to help me decide upon a career.	5.92	5.16 / 1.44	0.76	6.02	5.18 / 1.46	0.84	-0.02
59. New student orientation services help students adjust to college.	5.75	5.29 / 1.45	0.46	5.78	5.20 / 1.47	0.58	0.09
30. The career services office provides students with the help they need to get a job.	5.67	4.97 / 1.40	0.70	5.83	4.98 / 1.43	0.85	-0.01
38. The student center is a comfortable place for students to spend their leisure time.	5.61	5.15 / 1.53	0.46	5.66	5.17 / 1.47	0.49	-0.02
19. This campus provides effective support services for displaced homemakers.	4.83	4.73 / 1.40	0.10	5.10	4.74 / 1.36	0.36	-0.01
17. Personnel in the Veterans' Services program are helpful.	4.46	4.54 / 1.28	-0.08	4.67	4.57 / 1.35	0.10	-0.03
10. Child care facilities are available on campus.	4.26	4.94 / 1.59	-0.68	4.58	4.46 / 1.63	0.12	0.48 ***

National Group Means are based on 198833 records.

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

Institutional Summary

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

Scale/Item	Our Institution Means Butler County Community College			National Group Means National Community Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	Group 1 - Group 2
CONCERN FOR THE INDIVIDUAL	5.98	5.18 / 1.19	0.80	6.07	5.21 / 1.20	0.86	-0.03
29. Faculty are fair and unbiased in their treatment of individual students.	6.13	5.28 / 1.54	0.85	6.22	5.33 / 1.48	0.89	-0.05
16. The college shows concern for students as individuals.	6.05	5.24 / 1.42	0.81	6.09	5.10 / 1.52	0.99	0.14 *
25. My academic advisor is concerned about my success as an individual.	5.98	4.89 / 1.74	1.09	6.09	5.06 / 1.67	1.03	-0.17 *
48. Counseling staff care about students as individuals.	5.88	5.20 / 1.44	0.68	6.01	5.16 / 1.51	0.85	0.04
2. Faculty care about me as an individual.	5.85	5.28 / 1.42	0.57	5.94	5.35 / 1.40	0.59	-0.07

National Group Means are based on 198833 records.

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

Institutional Summary

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

Scale/Item	Our Institution Means Butler County Community College			National Group Means National Community Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	Group 1 - Group 2
INSTRUCTIONAL EFFECTIVENESS	6.12	5.34 / 1.10	0.78	6.16	5.38 / 1.06	0.78	-0.04
18. The quality of instruction I receive in most of my classes is excellent.	6.35	5.43 / 1.37	0.92	6.40	5.57 / 1.33	0.83	-0.14 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.25	5.65 / 1.35	0.60	6.29	5.64 / 1.31	0.65	0.01
69. There is a good variety of courses provided on this campus.	6.25	5.47 / 1.53	0.78	6.27	5.55 / 1.42	0.72	-0.08
70. I am able to experience intellectual growth here.	6.25	5.58 / 1.42	0.67	6.28	5.67 / 1.32	0.61	-0.09
66. Program requirements are clear and reasonable.	6.17	5.54 / 1.36	0.63	6.22	5.49 / 1.37	0.73	0.05
61. Faculty are usually available after class and during office hours.	6.16	5.59 / 1.38	0.57	6.18	5.56 / 1.38	0.62	0.03
29. Faculty are fair and unbiased in their treatment of individual students.	6.13	5.28 / 1.54	0.85	6.22	5.33 / 1.48	0.89	-0.05
23. Faculty are understanding of students' unique life circumstances.	6.11	5.18 / 1.50	0.93	6.10	5.19 / 1.52	0.91	-0.01
46. Faculty provide timely feedback about student progress in a course.	6.09	5.16 / 1.50	0.93	6.15	5.28 / 1.46	0.87	-0.12 *

National Group Means are based on 198833 records.

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

Institutional Summary

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

Scale/Item	Our Institution Means Butler County Community College			National Group Means National Community Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	Group 1 - Group 2
65. Students are notified early in the term if they are doing poorly in a class.	6.08	4.99 / 1.68	1.09	6.14	4.89 / 1.69	1.25	0.10
37. Faculty take into consideration student differences as they teach a course.	6.02	5.09 / 1.49	0.93	6.05	5.20 / 1.45	0.85	-0.11
64. Nearly all classes deal with practical experiences and applications.	6.01	5.30 / 1.41	0.71	6.05	5.40 / 1.35	0.65	-0.10
54. Faculty are interested in my academic problems.	5.95	5.19 / 1.46	0.76	6.00	5.16 / 1.46	0.84	0.03
2. Faculty care about me as an individual.	5.85	5.28 / 1.42	0.57	5.94	5.35 / 1.40	0.59	-0.07

National Group Means are based on 198833 records.

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

Institutional Summary

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

Scale/Item	Our Institution Means Butler County Community College			National Group Means National Community Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	Group 1 - Group 2
REGISTRATION EFFECTIVENESS	6.14	5.47 / 1.00	0.67	6.14	5.39 / 1.04	0.75	0.08 *
8. Classes are scheduled at times that are convenient for me.	6.46	5.43 / 1.57	1.03	6.42	5.39 / 1.53	1.03	0.04
15. I am able to register for classes I need with few conflicts.	6.35	5.46 / 1.47	0.89	6.33	5.39 / 1.52	0.94	0.07
5. The personnel involved in registration are helpful.	6.15	5.39 / 1.52	0.76	6.15	5.34 / 1.54	0.81	0.05
43. Class change (drop/add) policies are reasonable.	6.13	5.53 / 1.33	0.60	6.07	5.41 / 1.44	0.66	0.12 *
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.10	5.47 / 1.34	0.63	6.13	5.41 / 1.42	0.72	0.06
51. There are convenient ways of paying my school bill.	6.10	5.53 / 1.39	0.57	6.11	5.40 / 1.48	0.71	0.13 *
60. Billing policies are reasonable.	6.07	5.41 / 1.39	0.66	6.03	5.28 / 1.46	0.75	0.13 *
62. Bookstore staff are helpful.	6.00	5.62 / 1.39	0.38	6.00	5.50 / 1.48	0.50	0.12 *
56. The business office is open during hours which are convenient for most students.	5.92	5.42 / 1.34	0.50	6.01	5.34 / 1.44	0.67	0.08

National Group Means are based on 198833 records.

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

Institutional Summary

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

Scale/Item	Our Institution Means Butler County Community College			National Group Means National Community Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	Group 1 - Group 2
RESPONSIVENESS TO DIVERSE POPULATIONS		5.54 / 1.23			5.43 / 1.24		0.11 *
81. Institution's commitment to part-time students?		5.66 / 1.34			5.55 / 1.37		0.11
82. Institution's commitment to evening students?		5.53 / 1.37			5.44 / 1.43		0.09
83. Institution's commitment to older, returning learners?		5.58 / 1.35			5.51 / 1.39		0.07
84. Institution's commitment to under-represented populations?		5.36 / 1.38			5.33 / 1.38		0.03
85. Institution's commitment to commuters?		5.58 / 1.43			5.33 / 1.45		0.25 ***
86. Institution's commitment to students with disabilities?		5.50 / 1.36			5.44 / 1.41		0.06

National Group Means are based on 198833 records.

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

Institutional Summary

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

Scale/Item	Our Institution Means Butler County Community College			National Group Means National Community Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	Group 1 - Group 2
SAFETY AND SECURITY	5.87	5.08 / 1.17	0.79	5.98	4.97 / 1.20	1.01	0.11 *
31. The campus is safe and secure for all students.	6.17	5.61 / 1.33	0.56	6.25	5.50 / 1.35	0.75	0.11 *
39. The amount of student parking space on campus is adequate.	6.14	4.83 / 1.88	1.31	6.15	4.54 / 1.95	1.61	0.29 ***
24. Parking lots are well-lighted and secure.	5.90	5.21 / 1.53	0.69	6.10	5.07 / 1.64	1.03	0.14 *
11. Security staff respond quickly in emergencies.	5.81	4.91 / 1.45	0.90	5.87	4.84 / 1.46	1.03	0.07
4. Security staff are helpful.	5.30	4.81 / 1.56	0.49	5.50	4.85 / 1.58	0.65	-0.04

National Group Means are based on 198833 records.

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

Institutional Summary

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

Scale/Item	Our Institution Means Butler County Community College			National Group Means National Community Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	Group 1 - Group 2
SERVICE EXCELLENCE	5.88	5.31 / 1.05	0.57	5.94	5.23 / 1.07	0.71	0.08
5. The personnel involved in registration are helpful.	6.15	5.39 / 1.52	0.76	6.15	5.34 / 1.54	0.81	0.05
62. Bookstore staff are helpful.	6.00	5.62 / 1.39	0.38	6.00	5.50 / 1.48	0.50	0.12 *
63. I seldom get the "run-around" when seeking information on this campus.	6.00	5.21 / 1.55	0.79	6.03	5.08 / 1.62	0.95	0.13 *
27. The campus staff are caring and helpful.	5.95	5.45 / 1.30	0.50	6.02	5.40 / 1.33	0.62	0.05
57. Administrators are approachable to students.	5.91	5.30 / 1.47	0.61	5.98	5.22 / 1.47	0.76	0.08
22. People on this campus respect and are supportive of each other.	5.87	5.30 / 1.33	0.57	5.91	5.24 / 1.38	0.67	0.06
26. Library staff are helpful and approachable.	5.82	5.44 / 1.47	0.38	5.92	5.48 / 1.39	0.44	-0.04
67. Channels for expressing student complaints are readily available.	5.74	4.89 / 1.60	0.85	5.90	4.88 / 1.59	1.02	0.01
44. I generally know what's happening on campus.	5.51	5.11 / 1.45	0.40	5.50	4.90 / 1.52	0.60	0.21 ***

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

National Group Means are based on 198833 records.

Institutional Summary

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

Scale/Item	Our Institution Means Butler County Community College			National Group Means National Community Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	Group 1 - Group 2
STUDENT CENTEREDNESS	5.90	5.38 / 1.10	0.52	5.96	5.34 / 1.13	0.62	0.04
36. Students are made to feel welcome on this campus.	6.13	5.59 / 1.35	0.54	6.12	5.53 / 1.36	0.59	0.06
28. It is an enjoyable experience to be a student on this campus.	6.06	5.48 / 1.40	0.58	6.10	5.47 / 1.41	0.63	0.01
16. The college shows concern for students as individuals.	6.05	5.24 / 1.42	0.81	6.09	5.10 / 1.52	0.99	0.14 *
27. The campus staff are caring and helpful.	5.95	5.45 / 1.30	0.50	6.02	5.40 / 1.33	0.62	0.05
57. Administrators are approachable to students.	5.91	5.30 / 1.47	0.61	5.98	5.22 / 1.47	0.76	0.08
1. Most students feel a sense of belonging here.	5.31	5.23 / 1.36	0.08	5.45	5.28 / 1.37	0.17	-0.05

National Group Means are based on 198833 records.

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