

June 2018 Demographics

Gender	N	%	Class Level	N	%
Female	697	61.09%	1 year or less	420	35.12%
Male	444	38.91%	2 years	436	36.45%
Total	1141	100.00%	3 years	186	15.55%
No Response	164		4 or more years	154	12.88%
			Total	1196	100.00%
			No Response	109	

Age	N	%	Current GPA	N	%
18 and under	76	6.57%	No credits earned	52	4.36%
19 to 24	622	53.81%	1.99 or below	47	3.94%
25 to 34	284	24.57%	2.0 - 2.49	130	10.89%
35 to 44	102	8.82%	2.5 - 2.99	235	19.68%
45 and over	72	6.23%	3.0 - 3.49	350	29.31%
Total	1156	100.00%	3.5 or above	380	31.83%
No Response	149		Total	1194	100.00%
			No Response	111	

Ethnicity/Race	N	%	Educational Goal	N	%
African-American	72	5.98%	Associate degree	550	45.16%
American Indian or Alaskan Native	16	1.33%	Vocational/technical program	25	2.05%
Asian or Pacific Islander	84	6.98%	Transfer to another institution	440	36.12%
Caucasian/White	782	64.95%	Certification (initial / renewal)	80	6.57%
Hispanic	115	9.55%	Self-improvement/pleasure	31	2.55%
Other race	52	4.32%	Job-related training	21	1.72%
Race - Prefer not to respond	83	6.89%	Other educational goal	71	5.83%
Total	1204	100.00%	Total	1218	100.00%
No Response	101		No Response	87	

Current Enrollment Status	N	%	Employment	N	%
Day	866	75.04%	Full-time off campus	408	33.22%
Evening	277	24.00%	Part-time off campus	518	42.18%
Weekend	11	0.95%	Full-time on campus	18	1.47%
Total	1154	100.00%	Part-time on campus	34	2.77%
No Response	151		Not employed	250	20.36%
			Total	1228	100.00%
			No Response	77	

Current Class Load	N	%
Full-time	638	54.67%
Part-time	529	45.33%
Total	1167	100.00%
No Response	138	

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Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	4	0.33%	Campus item 2 - Answer 1	0	0%
Own house	238	19.54%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	350	28.74%	Campus item 2 - Answer 3	0	0%
Parent's home	556	45.65%	Campus item 2 - Answer 4	0	0%
Other residence	70	5.75%	Campus item 2 - Answer 5	0	0%
Total	1218	100.00%	Campus item 2 - Answer 6	0	0%
No Response	87		Total	0	100.00%
			No Response	1305	

Residence Classification			Group Code		
	N	%		N	%
In-state	1051	89.37%	0001	1	0.22%
Out-of-state	87	7.40%	0002	1	0.22%
International (not U.S. citizen)	38	3.23%	0021	1	0.22%
Total	1176	100.00%	0025	1	0.22%
No Response	129		0112	1	0.22%
			0207	3	0.65%
			0223	1	0.22%
			0235	16	3.45%
			0237	1	0.22%
			0248	1	0.22%
			0264	5	1.08%
			0489	4	0.86%
			1000	141	30.39%
			1010	13	2.80%
			1050	24	5.17%
			1550	1	0.22%
			1560	1	0.22%
			2030	8	1.72%
			2050	1	0.22%
			2060	1	0.22%
			2100	21	4.53%
			2120	3	0.65%
			2130	2	0.43%
			2150	1	0.22%
			2220	2	0.43%
			2260	4	0.86%
			2290	16	3.45%
			2310	1	0.22%
			2330	2	0.43%
			2340	5	1.08%
			2400	15	3.23%

Disabilities		
	N	%
Yes - Disability	120	10.46%
No - Disability	1027	89.54%
Total	1147	100.00%
No Response	158	

Institution Was My		
	N	%
1st choice	878	75.62%
2nd choice	222	19.12%
3rd choice or lower	61	5.25%
Total	1161	100.00%
No Response	144	

Institution Question		
	N	%
Campus item - Answer 1	13	72.22%
Campus item - Answer 2	1	5.56%
Campus item - Answer 3	0	0.00%
Campus item - Answer 4	3	16.67%
Campus item - Answer 5	0	0.00%
Campus item - Answer 6	1	5.56%
Total	18	100.00%
No Response	1287	

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2420	1	0.22%
2430	28	6.03%
2440	9	1.94%
2460	11	2.37%
2510	1	0.22%
2550	2	0.43%
2620	6	1.29%
2630	3	0.65%
2650	7	1.51%
2680	2	0.43%
2690	1	0.22%
2750	12	2.59%
2930	4	0.86%
2950	8	1.72%
2980	1	0.22%
3020	13	2.80%
3080	1	0.22%
3120	4	0.86%
3600	1	0.22%
4390	1	0.22%
4750	2	0.43%
4760	1	0.22%
4790	9	1.94%
4810	1	0.22%
4830	1	0.22%
5080	2	0.43%
5110	11	2.37%
5220	5	1.08%
5290	2	0.43%
5310	5	1.08%
5320	1	0.22%
5370	1	0.22%
6150	2	0.43%
6220	2	0.43%
6540	1	0.22%
6740	1	0.22%
6770	2	0.43%
6800	1	0.22%
Total	464	100.00%
No Response	841	

June 2017 Demographics

Gender	N	%	Class Level	N	%
Female	687	56.82%	1 year or less	427	34.19%
Male	522	43.18%	2 years	425	34.03%
Total	1209	100.00%	3 years	222	17.77%
No Response	131		4 or more years	175	14.01%
			Total	1249	100.00%
			No Response	91	

Age	N	%	Current GPA	N	%
18 and under	107	8.73%	No credits earned	41	3.29%
19 to 24	607	49.55%	1.99 or below	35	2.80%
25 to 34	287	23.43%	2.0 - 2.49	138	11.06%
35 to 44	122	9.96%	2.5 - 2.99	225	18.03%
45 and over	102	8.33%	3.0 - 3.49	368	29.49%
Total	1225	100.00%	3.5 or above	441	35.34%
No Response	115		Total	1248	100.00%
			No Response	92	

Ethnicity/Race	N	%	Educational Goal	N	%
African-American	77	6.10%	Associate degree	533	42.17%
American Indian or Alaskan Native	14	1.11%	Vocational/technical program	31	2.45%
Asian or Pacific Islander	91	7.21%	Transfer to another institution	486	38.45%
Caucasian/White	842	66.72%	Certification (initial / renewal)	69	5.46%
Hispanic	113	8.95%	Self-improvement/pleasure	35	2.77%
Other race	49	3.88%	Job-related training	24	1.90%
Race - Prefer not to respond	76	6.02%	Other educational goal	86	6.80%
Total	1262	100.00%	Total	1264	100.00%
No Response	78		No Response	76	

Current Enrollment Status	N	%	Employment	N	%
Day	901	73.19%	Full-time off campus	416	32.83%
Evening	309	25.10%	Part-time off campus	535	42.23%
Weekend	21	1.71%	Full-time on campus	17	1.34%
Total	1231	100.00%	Part-time on campus	48	3.79%
No Response	109		Not employed	251	19.81%
			Total	1267	100.00%
			No Response	73	

Current Class Load	N	%
Full-time	711	57.20%
Part-time	532	42.80%
Total	1243	100.00%
No Response	97	

June 2017 Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	2	0.16%	Campus item 2 - Answer 1	0	0%
Own house	297	23.50%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	348	27.53%	Campus item 2 - Answer 3	0	0%
Parent's home	549	43.43%	Campus item 2 - Answer 4	0	0%
Other residence	68	5.38%	Campus item 2 - Answer 5	0	0%
Total	1264	100.00%	Campus item 2 - Answer 6	0	0%
No Response	76		Total	0	100.00%
			No Response	1340	

Residence Classification			Group Code		
	N	%		N	%
In-state	1103	88.59%	0112	1	0.20%
Out-of-state	91	7.31%	0207	3	0.61%
International (not U.S. citizen)	51	4.10%	0216	1	0.20%
Total	1245	100.00%	0223	29	5.86%
No Response	95		0235	17	3.43%
			0248	1	0.20%
			0264	9	1.82%
			0368	3	0.61%
			0489	7	1.41%
			1000	97	19.60%
			1010	24	4.85%
			1050	17	3.43%
			2020	1	0.20%
			2030	7	1.41%
			2050	6	1.21%
			2100	8	1.62%
			2120	3	0.61%
			2150	2	0.40%
			2170	6	1.21%
			2180	1	0.20%
			2190	1	0.20%
			2209	1	0.20%
			2210	2	0.40%
			2220	12	2.42%
			2250	1	0.20%
			2260	1	0.20%
			2270	8	1.62%
			2290	24	4.85%
			2310	2	0.40%
			2320	1	0.20%
			2330	8	1.62%

Disabilities		
	N	%
Yes - Disability	137	11.30%
No - Disability	1075	88.70%
Total	1212	100.00%
No Response	128	

Institution Was My		
	N	%
1st choice	910	75.33%
2nd choice	231	19.12%
3rd choice or lower	67	5.55%
Total	1208	100.00%
No Response	132	

Institution Question		
	N	%
Campus item - Answer 1	5	38.46%
Campus item - Answer 2	3	23.08%
Campus item - Answer 3	0	0.00%
Campus item - Answer 4	0	0.00%
Campus item - Answer 5	0	0.00%
Campus item - Answer 6	5	38.46%
Total	13	100.00%
No Response	1327	

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2340	3	0.61%	6780	3	0.61%
2400	7	1.41%	Total	495	100.00%
2420	4	0.81%	No Response	845	
2430	33	6.67%			
2440	11	2.22%			
2460	2	0.40%			
2510	5	1.01%			
2550	7	1.41%			
2580	2	0.40%			
2600	3	0.61%			
2620	3	0.61%			
2630	6	1.21%			
2650	8	1.62%			
2680	1	0.20%			
2690	5	1.01%			
2930	9	1.82%			
2940	11	2.22%			
2970	2	0.40%			
3530	9	1.82%			
4090	1	0.20%			
4130	1	0.20%			
4290	1	0.20%			
4390	1	0.20%			
4520	1	0.20%			
4760	15	3.03%			
4790	2	0.40%			
4840	1	0.20%			
4850	1	0.20%			
5080	1	0.20%			
5090	1	0.20%			
5150	1	0.20%			
5180	1	0.20%			
5200	11	2.22%			
5220	2	0.40%			
5230	1	0.20%			
5400	2	0.40%			
5410	1	0.20%			
5500	2	0.40%			
6150	2	0.40%			
6210	3	0.61%			
6600	5	1.01%			

Strategic Planning Overview

Strengths and Challenges

Strengths

- 31. The campus is safe and secure for all students.
- 70. I am able to experience intellectual growth here.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 69. There is a good variety of courses provided on this campus.
- 68. On the whole, the campus is well-maintained.
- 43. Class change (drop/add) policies are reasonable.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 36. Students are made to feel welcome on this campus.
- 51. There are convenient ways of paying my school bill.
- 45. This institution has a good reputation within the community.
- 60. Billing policies are reasonable.
- 14. Library resources and services are adequate.
- 28. It is an enjoyable experience to be a student on this campus.
- 34. Computer labs are adequate and accessible.
- 42. The equipment in the lab facilities is kept up to date.
- 21. There are a sufficient number of study areas on campus.
- 27. The campus staff are caring and helpful.

Challenges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 15. I am able to register for classes I need with few conflicts.
- 8. Classes are scheduled at times that are convenient for me.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 46. Faculty provide timely feedback about student progress in a course.
- 11. Security staff respond quickly in emergencies.
- 32. My academic advisor is knowledgeable about my program requirements.
- 39. The amount of student parking space on campus is adequate.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 23. Faculty are understanding of students' unique life circumstances.
- 16. The college shows concern for students as individuals.
- 7. Adequate financial aid is available for most students.
- 37. Faculty take into consideration student differences as they teach a course.

Strategic Planning Overview Trends

Lower Satisfaction vs. June 2017

39. The amount of student parking space on campus is adequate.

Institutional Summary
Scales: In Order of Importance

Scale	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.38	5.85 / 0.99	0.53	6.35	5.88 / 1.00	0.47	-0.03
Registration Effectiveness	6.36	5.98 / 0.93	0.38	6.30	5.94 / 0.94	0.36	0.04
Safety and Security	6.36	5.67 / 1.11	0.69	6.28	5.71 / 1.02	0.57	-0.04
Academic Advising/Counseling	6.28	5.71 / 1.29	0.57	6.26	5.70 / 1.26	0.56	0.01
Concern for the Individual	6.26	5.74 / 1.14	0.52	6.25	5.76 / 1.12	0.49	-0.02
Academic Services	6.25	6.04 / 0.94	0.21	6.23	5.97 / 0.97	0.26	0.07
Admissions and Financial Aid	6.22	5.72 / 1.20	0.50	6.17	5.66 / 1.20	0.51	0.06
Student Centeredness	6.21	5.89 / 1.07	0.32	6.17	5.89 / 1.06	0.28	0.00
Campus Climate	6.20	5.85 / 0.98	0.35	6.16	5.85 / 0.99	0.31	0.00
Service Excellence	6.14	5.79 / 1.02	0.35	6.10	5.77 / 1.00	0.33	0.02
Campus Support Services	5.85	5.64 / 1.20	0.21	5.80	5.61 / 1.19	0.19	0.03
Responsiveness to Diverse Populations		6.07 / 1.11			5.92 / 1.18		0.15 **

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

Institutional Summary

Items: In Order of Importance

Item	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. The campus is safe and secure for all students.	6.57	6.18 / 1.10	0.39	6.47	6.17 / 1.08	0.30	0.01
70. I am able to experience intellectual growth here.	6.57	6.25 / 1.05	0.32	6.51	6.24 / 1.12	0.27	0.01
18. The quality of instruction I receive in most of my classes is excellent.	6.56	5.88 / 1.23	0.68	6.52	5.96 / 1.18	0.56	-0.08
58. Nearly all of the faculty are knowledgeable in their fields.	6.54	6.05 / 1.18	0.49	6.47	6.10 / 1.15	0.37	-0.05
15. I am able to register for classes I need with few conflicts.	6.53	5.93 / 1.32	0.60	6.49	5.95 / 1.31	0.54	-0.02
69. There is a good variety of courses provided on this campus.	6.53	6.30 / 1.02	0.23	6.46	6.26 / 1.09	0.20	0.04
8. Classes are scheduled at times that are convenient for me.	6.50	5.80 / 1.42	0.70	6.49	5.79 / 1.37	0.70	0.01
87. Cost as factor in decision to enroll.	6.49			6.39			
29. Faculty are fair and unbiased in their treatment of individual students.	6.48	5.88 / 1.36	0.60	6.42	5.88 / 1.36	0.54	0.00
46. Faculty provide timely feedback about student progress in a course.	6.45	5.75 / 1.35	0.70	6.40	5.72 / 1.36	0.68	0.03
68. On the whole, the campus is well-maintained.	6.43	6.39 / 0.92	0.04	6.34	6.35 / 1.02	-0.01	0.04
11. Security staff respond quickly in emergencies.	6.42	5.81 / 1.33	0.61	6.32	5.80 / 1.32	0.52	0.01
43. Class change (drop/add) policies are reasonable.	6.42	6.04 / 1.28	0.38	6.27	5.97 / 1.33	0.30	0.07
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.41	6.01 / 1.22	0.40	6.31	5.93 / 1.27	0.38	0.08
66. Program requirements are clear and reasonable.	6.40	5.94 / 1.28	0.46	6.38	5.93 / 1.27	0.45	0.01

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

Institutional Summary

Items: In Order of Importance

Item	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. This school does whatever it can to help me reach my educational goals.	6.39	5.86 / 1.29	0.53	6.32	5.81 / 1.30	0.51	0.05
32. My academic advisor is knowledgeable about my program requirements.	6.38	5.75 / 1.51	0.63	6.39	5.70 / 1.55	0.69	0.05
36. Students are made to feel welcome on this campus.	6.38	6.10 / 1.19	0.28	6.31	6.08 / 1.22	0.23	0.02
39. The amount of student parking space on campus is adequate.	6.38	4.79 / 1.98	1.59	6.31	4.98 / 1.88	1.33	-0.19 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.38	5.66 / 1.49	0.72	6.32	5.64 / 1.55	0.68	0.02
23. Faculty are understanding of students' unique life circumstances.	6.37	5.77 / 1.35	0.60	6.35	5.80 / 1.38	0.55	-0.03
41. Admissions staff are knowledgeable.	6.37	5.99 / 1.23	0.38	6.31	5.91 / 1.31	0.40	0.08
51. There are convenient ways of paying my school bill.	6.37	6.14 / 1.17	0.23	6.33	6.09 / 1.21	0.24	0.05
45. This institution has a good reputation within the community.	6.36	6.38 / 0.99	-0.02	6.25	6.33 / 1.05	-0.08	0.05
24. Parking lots are well-lighted and secure.	6.34	5.86 / 1.36	0.48	6.29	5.91 / 1.29	0.38	-0.05
60. Billing policies are reasonable.	6.34	6.03 / 1.20	0.31	6.29	6.00 / 1.22	0.29	0.03
61. Faculty are usually available after class and during office hours.	6.33	6.00 / 1.24	0.33	6.31	6.04 / 1.20	0.27	-0.04
14. Library resources and services are adequate.	6.31	6.15 / 1.11	0.16	6.30	6.12 / 1.11	0.18	0.03
28. It is an enjoyable experience to be a student on this campus.	6.31	6.02 / 1.25	0.29	6.29	6.05 / 1.24	0.24	-0.03
34. Computer labs are adequate and accessible.	6.30	6.12 / 1.18	0.18	6.31	6.05 / 1.18	0.26	0.07

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

Institutional Summary

Items: In Order of Importance

Item	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. The equipment in the lab facilities is kept up to date.	6.30	6.02 / 1.15	0.28	6.27	5.93 / 1.24	0.34	0.09
64. Nearly all classes deal with practical experiences and applications.	6.30	5.81 / 1.33	0.49	6.27	5.81 / 1.33	0.46	0.00
21. There are a sufficient number of study areas on campus.	6.29	6.19 / 1.19	0.10	6.21	6.12 / 1.19	0.09	0.07
48. Counseling staff care about students as individuals.	6.28	5.81 / 1.40	0.47	6.30	5.77 / 1.45	0.53	0.04
16. The college shows concern for students as individuals.	6.27	5.68 / 1.42	0.59	6.19	5.65 / 1.42	0.54	0.03
27. The campus staff are caring and helpful.	6.27	6.02 / 1.13	0.25	6.22	6.02 / 1.14	0.20	0.00
53. The assessment and course placement procedures are reasonable.	6.27	5.82 / 1.38	0.45	6.20	5.81 / 1.33	0.39	0.01
6. My academic advisor is approachable.	6.26	5.80 / 1.47	0.46	6.24	5.82 / 1.42	0.42	-0.02
7. Adequate financial aid is available for most students.	6.26	5.58 / 1.53	0.68	6.19	5.51 / 1.56	0.68	0.07
22. People on this campus respect and are supportive of each other.	6.26	5.89 / 1.24	0.37	6.20	5.94 / 1.20	0.26	-0.05
55. Academic support services adequately meet the needs of students.	6.26	5.89 / 1.26	0.37	6.24	5.79 / 1.36	0.45	0.10
37. Faculty take into consideration student differences as they teach a course.	6.25	5.59 / 1.44	0.66	6.20	5.67 / 1.40	0.53	-0.08
47. There are adequate services to help me decide upon a career.	6.25	5.81 / 1.36	0.44	6.24	5.79 / 1.36	0.45	0.02
5. The personnel involved in registration are helpful.	6.24	5.90 / 1.34	0.34	6.19	5.88 / 1.29	0.31	0.02
3. The quality of instruction in the vocational/technical programs is excellent.	6.23	5.83 / 1.20	0.40	6.23	5.85 / 1.17	0.38	-0.02

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

Institutional Summary

Items: In Order of Importance

Item	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Faculty are interested in my academic problems.	6.23	5.66 / 1.40	0.57	6.17	5.66 / 1.45	0.51	0.00
62. Bookstore staff are helpful.	6.23	6.12 / 1.22	0.11	6.17	6.03 / 1.27	0.14	0.09
49. Admissions counselors respond to prospective students' unique needs and requests.	6.22	5.79 / 1.32	0.43	6.16	5.79 / 1.34	0.37	0.00
65. Students are notified early in the term if they are doing poorly in a class.	6.21	5.16 / 1.79	1.05	6.23	5.23 / 1.71	1.00	-0.07
20. Financial aid counselors are helpful.	6.20	5.63 / 1.50	0.57	6.16	5.55 / 1.54	0.61	0.08
50. Tutoring services are readily available.	6.20	5.97 / 1.31	0.23	6.18	5.91 / 1.35	0.27	0.06
56. The business office is open during hours which are convenient for most students.	6.20	5.83 / 1.33	0.37	6.16	5.80 / 1.31	0.36	0.03
57. Administrators are approachable to students.	6.19	5.78 / 1.37	0.41	6.18	5.76 / 1.39	0.42	0.02
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.18	5.53 / 1.55	0.65	6.12	5.45 / 1.58	0.67	0.08
89. Academic reputation as factor in decision to enroll.	6.18			6.16			
25. My academic advisor is concerned about my success as an individual.	6.17	5.53 / 1.61	0.64	6.22	5.59 / 1.58	0.63	-0.06
30. The career services office provides students with the help they need to get a job.	6.17	5.71 / 1.39	0.46	6.16	5.70 / 1.38	0.46	0.01
63. I seldom get the "run-around" when seeking information on this campus.	6.15	5.76 / 1.40	0.39	6.18	5.79 / 1.36	0.39	-0.03
67. Channels for expressing student complaints are readily available.	6.13	5.38 / 1.63	0.75	6.06	5.40 / 1.58	0.66	-0.02

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

Institutional Summary

Items: In Order of Importance

Item	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
2. Faculty care about me as an individual.	6.12	5.80 / 1.26	0.32	6.15	5.86 / 1.23	0.29	-0.06
72. Campus item: JCCC offers sufficient recycling and composting resources for students.	6.10	6.29 / 1.11	-0.19				
4. Security staff are helpful.	6.09	5.77 / 1.35	0.32	6.01	5.74 / 1.35	0.27	0.03
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.09	5.77 / 1.35	0.32	6.06	5.71 / 1.37	0.35	0.06
12. My academic advisor helps me set goals to work toward.	6.08	5.55 / 1.63	0.53	6.06	5.50 / 1.59	0.56	0.05
79. Campus item: The College makes a sufficient effort to reduce its ecological footprint.	6.06	5.95 / 1.20	0.11				
26. Library staff are helpful and approachable.	6.05	5.91 / 1.32	0.14	6.08	5.83 / 1.33	0.25	0.08
59. New student orientation services help students adjust to college.	6.04	5.74 / 1.45	0.30	6.04	5.71 / 1.47	0.33	0.03
78. Campus item: I am proud to attend a college that focuses on sustainability issues.	6.03	6.04 / 1.19	-0.01				
9. Internships or practical experiences are provided in my degree/certificate program.	6.00	5.28 / 1.61	0.72	6.08	5.39 / 1.58	0.69	-0.11
73. Campus item: JCCC encourages critical thinking about sustainability issues.	5.99	5.92 / 1.28	0.07				
38. The student center is a comfortable place for students to spend their leisure time.	5.97	5.86 / 1.34	0.11	5.87	5.81 / 1.31	0.06	0.05
77. Campus item: There is a sufficient amount of renewable energy generated on campus.	5.95	5.75 / 1.36	0.20				
74. Campus item: JCCC supports individuals who seek environmentally responsible careers.	5.91	5.91 / 1.28	0.00				

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

Institutional Summary

Items: In Order of Importance

Item	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
88. Financial aid as factor in decision to enroll.	5.91			5.76			
1. Most students feel a sense of belonging here.	5.87	5.72 / 1.35	0.15	5.84	5.78 / 1.25	0.06	-0.06
75. Campus item: JCCC provides opportunities for students to learn what living sustainably means.	5.86	5.72 / 1.40	0.14				
93. Geographic setting as factor in decision to enroll.	5.82			5.70			
76. Campus item: Students have a voice in planning sustainability efforts on campus.	5.78	5.64 / 1.43	0.14				
71. Campus item: Mass transit options to JCCC are sufficient for my needs.	5.77	5.67 / 1.56	0.10				
44. I generally know what's happening on campus.	5.70	5.34 / 1.59	0.36	5.66	5.24 / 1.57	0.42	0.10
19. This campus provides effective support services for displaced homemakers.	5.65	5.39 / 1.48	0.26	5.59	5.35 / 1.47	0.24	0.04
80. Campus item 10							
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.54			5.37			
94. Campus appearance as factor in decision to enroll.	5.49			5.31			
17. Personnel in the Veterans' Services program are helpful.	5.48	5.31 / 1.43	0.17	5.49	5.37 / 1.46	0.12	-0.06
90. Size of institution as factor in decision to enroll.	5.43			5.24			
92. Recommendations from family/friends as factor in decision to enroll.	5.34			5.22			
10. Child care facilities are available on campus.	5.07	5.28 / 1.51	-0.21	4.93	5.21 / 1.62	-0.28	0.07

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

Institutional Summary
Items: In Order of Importance

Item	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
91. Opportunity to play sports as factor in decision to enroll.	3.85			3.67			
81. Institution's commitment to part-time students?		6.13 / 1.16			6.03 / 1.24		0.10 *
82. Institution's commitment to evening students?		6.05 / 1.26			5.89 / 1.33		0.16 **
83. Institution's commitment to older, returning learners?		6.11 / 1.22			5.95 / 1.32		0.16 **
84. Institution's commitment to under-represented populations?		5.98 / 1.30			5.83 / 1.38		0.15 *
85. Institution's commitment to commuters?		5.97 / 1.31			5.82 / 1.33		0.15 *
86. Institution's commitment to students with disabilities?		6.14 / 1.21			5.95 / 1.31		0.19 **

* 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 Advising/Counseling

Scale/Item	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.28	5.71 / 1.29	0.57	6.26	5.70 / 1.26	0.56	0.01
6. My academic advisor is approachable.	6.26	5.80 / 1.47	0.46	6.24	5.82 / 1.42	0.42	-0.02
12. My academic advisor helps me set goals to work toward.	6.08	5.55 / 1.63	0.53	6.06	5.50 / 1.59	0.56	0.05
25. My academic advisor is concerned about my success as an individual.	6.17	5.53 / 1.61	0.64	6.22	5.59 / 1.58	0.63	-0.06
32. My academic advisor is knowledgeable about my program requirements.	6.38	5.75 / 1.51	0.63	6.39	5.70 / 1.55	0.69	0.05
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.38	5.66 / 1.49	0.72	6.32	5.64 / 1.55	0.68	0.02
48. Counseling staff care about students as individuals.	6.28	5.81 / 1.40	0.47	6.30	5.77 / 1.45	0.53	0.04
52. This school does whatever it can to help me reach my educational goals.	6.39	5.86 / 1.29	0.53	6.32	5.81 / 1.30	0.51	0.05

* 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	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.25	6.04 / 0.94	0.21	6.23	5.97 / 0.97	0.26	0.07
14. Library resources and services are adequate.	6.31	6.15 / 1.11	0.16	6.30	6.12 / 1.11	0.18	0.03
21. There are a sufficient number of study areas on campus.	6.29	6.19 / 1.19	0.10	6.21	6.12 / 1.19	0.09	0.07
26. Library staff are helpful and approachable.	6.05	5.91 / 1.32	0.14	6.08	5.83 / 1.33	0.25	0.08
34. Computer labs are adequate and accessible.	6.30	6.12 / 1.18	0.18	6.31	6.05 / 1.18	0.26	0.07
42. The equipment in the lab facilities is kept up to date.	6.30	6.02 / 1.15	0.28	6.27	5.93 / 1.24	0.34	0.09
50. Tutoring services are readily available.	6.20	5.97 / 1.31	0.23	6.18	5.91 / 1.35	0.27	0.06
55. Academic support services adequately meet the needs of students.	6.26	5.89 / 1.26	0.37	6.24	5.79 / 1.36	0.45	0.10

* 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 - Admissions and Financial Aid

Scale/Item	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.22	5.72 / 1.20	0.50	6.17	5.66 / 1.20	0.51	0.06
7. Adequate financial aid is available for most students.	6.26	5.58 / 1.53	0.68	6.19	5.51 / 1.56	0.68	0.07
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.18	5.53 / 1.55	0.65	6.12	5.45 / 1.58	0.67	0.08
20. Financial aid counselors are helpful.	6.20	5.63 / 1.50	0.57	6.16	5.55 / 1.54	0.61	0.08
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.09	5.77 / 1.35	0.32	6.06	5.71 / 1.37	0.35	0.06
41. Admissions staff are knowledgeable.	6.37	5.99 / 1.23	0.38	6.31	5.91 / 1.31	0.40	0.08
49. Admissions counselors respond to prospective students' unique needs and requests.	6.22	5.79 / 1.32	0.43	6.16	5.79 / 1.34	0.37	0.00

* 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	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.20	5.85 / 0.98	0.35	6.16	5.85 / 0.99	0.31	0.00
1. Most students feel a sense of belonging here.	5.87	5.72 / 1.35	0.15	5.84	5.78 / 1.25	0.06	-0.06
2. Faculty care about me as an individual.	6.12	5.80 / 1.26	0.32	6.15	5.86 / 1.23	0.29	-0.06
16. The college shows concern for students as individuals.	6.27	5.68 / 1.42	0.59	6.19	5.65 / 1.42	0.54	0.03
22. People on this campus respect and are supportive of each other.	6.26	5.89 / 1.24	0.37	6.20	5.94 / 1.20	0.26	-0.05
27. The campus staff are caring and helpful.	6.27	6.02 / 1.13	0.25	6.22	6.02 / 1.14	0.20	0.00
28. It is an enjoyable experience to be a student on this campus.	6.31	6.02 / 1.25	0.29	6.29	6.05 / 1.24	0.24	-0.03
31. The campus is safe and secure for all students.	6.57	6.18 / 1.10	0.39	6.47	6.17 / 1.08	0.30	0.01
36. Students are made to feel welcome on this campus.	6.38	6.10 / 1.19	0.28	6.31	6.08 / 1.22	0.23	0.02
44. I generally know what's happening on campus.	5.70	5.34 / 1.59	0.36	5.66	5.24 / 1.57	0.42	0.10
45. This institution has a good reputation within the community.	6.36	6.38 / 0.99	-0.02	6.25	6.33 / 1.05	-0.08	0.05
52. This school does whatever it can to help me reach my educational goals.	6.39	5.86 / 1.29	0.53	6.32	5.81 / 1.30	0.51	0.05
57. Administrators are approachable to students.	6.19	5.78 / 1.37	0.41	6.18	5.76 / 1.39	0.42	0.02
59. New student orientation services help students adjust to college.	6.04	5.74 / 1.45	0.30	6.04	5.71 / 1.47	0.33	0.03
63. I seldom get the "run-around" when seeking information on this campus.	6.15	5.76 / 1.40	0.39	6.18	5.79 / 1.36	0.39	-0.03
67. Channels for expressing student complaints are readily available.	6.13	5.38 / 1.63	0.75	6.06	5.40 / 1.58	0.66	-0.02

* 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	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.85	5.64 / 1.20	0.21	5.80	5.61 / 1.19	0.19	0.03
10. Child care facilities are available on campus.	5.07	5.28 / 1.51	-0.21	4.93	5.21 / 1.62	-0.28	0.07
17. Personnel in the Veterans' Services program are helpful.	5.48	5.31 / 1.43	0.17	5.49	5.37 / 1.46	0.12	-0.06
19. This campus provides effective support services for displaced homemakers.	5.65	5.39 / 1.48	0.26	5.59	5.35 / 1.47	0.24	0.04
30. The career services office provides students with the help they need to get a job.	6.17	5.71 / 1.39	0.46	6.16	5.70 / 1.38	0.46	0.01
38. The student center is a comfortable place for students to spend their leisure time.	5.97	5.86 / 1.34	0.11	5.87	5.81 / 1.31	0.06	0.05
47. There are adequate services to help me decide upon a career.	6.25	5.81 / 1.36	0.44	6.24	5.79 / 1.36	0.45	0.02
59. New student orientation services help students adjust to college.	6.04	5.74 / 1.45	0.30	6.04	5.71 / 1.47	0.33	0.03

* 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	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.26	5.74 / 1.14	0.52	6.25	5.76 / 1.12	0.49	-0.02
2. Faculty care about me as an individual.	6.12	5.80 / 1.26	0.32	6.15	5.86 / 1.23	0.29	-0.06
16. The college shows concern for students as individuals.	6.27	5.68 / 1.42	0.59	6.19	5.65 / 1.42	0.54	0.03
25. My academic advisor is concerned about my success as an individual.	6.17	5.53 / 1.61	0.64	6.22	5.59 / 1.58	0.63	-0.06
29. Faculty are fair and unbiased in their treatment of individual students.	6.48	5.88 / 1.36	0.60	6.42	5.88 / 1.36	0.54	0.00
48. Counseling staff care about students as individuals.	6.28	5.81 / 1.40	0.47	6.30	5.77 / 1.45	0.53	0.04

* 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	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.38	5.85 / 0.99	0.53	6.35	5.88 / 1.00	0.47	-0.03
2. Faculty care about me as an individual.	6.12	5.80 / 1.26	0.32	6.15	5.86 / 1.23	0.29	-0.06
18. The quality of instruction I receive in most of my classes is excellent.	6.56	5.88 / 1.23	0.68	6.52	5.96 / 1.18	0.56	-0.08
23. Faculty are understanding of students' unique life circumstances.	6.37	5.77 / 1.35	0.60	6.35	5.80 / 1.38	0.55	-0.03
29. Faculty are fair and unbiased in their treatment of individual students.	6.48	5.88 / 1.36	0.60	6.42	5.88 / 1.36	0.54	0.00
37. Faculty take into consideration student differences as they teach a course.	6.25	5.59 / 1.44	0.66	6.20	5.67 / 1.40	0.53	-0.08
46. Faculty provide timely feedback about student progress in a course.	6.45	5.75 / 1.35	0.70	6.40	5.72 / 1.36	0.68	0.03
54. Faculty are interested in my academic problems.	6.23	5.66 / 1.40	0.57	6.17	5.66 / 1.45	0.51	0.00
58. Nearly all of the faculty are knowledgeable in their fields.	6.54	6.05 / 1.18	0.49	6.47	6.10 / 1.15	0.37	-0.05
61. Faculty are usually available after class and during office hours.	6.33	6.00 / 1.24	0.33	6.31	6.04 / 1.20	0.27	-0.04
64. Nearly all classes deal with practical experiences and applications.	6.30	5.81 / 1.33	0.49	6.27	5.81 / 1.33	0.46	0.00
65. Students are notified early in the term if they are doing poorly in a class.	6.21	5.16 / 1.79	1.05	6.23	5.23 / 1.71	1.00	-0.07
66. Program requirements are clear and reasonable.	6.40	5.94 / 1.28	0.46	6.38	5.93 / 1.27	0.45	0.01

* 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	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.53	6.30 / 1.02	0.23	6.46	6.26 / 1.09	0.20	0.04
70. I am able to experience intellectual growth here.	6.57	6.25 / 1.05	0.32	6.51	6.24 / 1.12	0.27	0.01

* 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	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.36	5.98 / 0.93	0.38	6.30	5.94 / 0.94	0.36	0.04
5. The personnel involved in registration are helpful.	6.24	5.90 / 1.34	0.34	6.19	5.88 / 1.29	0.31	0.02
8. Classes are scheduled at times that are convenient for me.	6.50	5.80 / 1.42	0.70	6.49	5.79 / 1.37	0.70	0.01
15. I am able to register for classes I need with few conflicts.	6.53	5.93 / 1.32	0.60	6.49	5.95 / 1.31	0.54	-0.02
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.41	6.01 / 1.22	0.40	6.31	5.93 / 1.27	0.38	0.08
43. Class change (drop/add) policies are reasonable.	6.42	6.04 / 1.28	0.38	6.27	5.97 / 1.33	0.30	0.07
51. There are convenient ways of paying my school bill.	6.37	6.14 / 1.17	0.23	6.33	6.09 / 1.21	0.24	0.05
56. The business office is open during hours which are convenient for most students.	6.20	5.83 / 1.33	0.37	6.16	5.80 / 1.31	0.36	0.03
60. Billing policies are reasonable.	6.34	6.03 / 1.20	0.31	6.29	6.00 / 1.22	0.29	0.03
62. Bookstore staff are helpful.	6.23	6.12 / 1.22	0.11	6.17	6.03 / 1.27	0.14	0.09

* 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	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		6.07 / 1.11			5.92 / 1.18		0.15 **
81. Institution's commitment to part-time students?		6.13 / 1.16			6.03 / 1.24		0.10 *
82. Institution's commitment to evening students?		6.05 / 1.26			5.89 / 1.33		0.16 **
83. Institution's commitment to older, returning learners?		6.11 / 1.22			5.95 / 1.32		0.16 **
84. Institution's commitment to under-represented populations?		5.98 / 1.30			5.83 / 1.38		0.15 *
85. Institution's commitment to commuters?		5.97 / 1.31			5.82 / 1.33		0.15 *
86. Institution's commitment to students with disabilities?		6.14 / 1.21			5.95 / 1.31		0.19 **

* 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	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.36	5.67 / 1.11	0.69	6.28	5.71 / 1.02	0.57	-0.04
4. Security staff are helpful.	6.09	5.77 / 1.35	0.32	6.01	5.74 / 1.35	0.27	0.03
11. Security staff respond quickly in emergencies.	6.42	5.81 / 1.33	0.61	6.32	5.80 / 1.32	0.52	0.01
24. Parking lots are well-lighted and secure.	6.34	5.86 / 1.36	0.48	6.29	5.91 / 1.29	0.38	-0.05
31. The campus is safe and secure for all students.	6.57	6.18 / 1.10	0.39	6.47	6.17 / 1.08	0.30	0.01
39. The amount of student parking space on campus is adequate.	6.38	4.79 / 1.98	1.59	6.31	4.98 / 1.88	1.33	-0.19 *

* 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	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.14	5.79 / 1.02	0.35	6.10	5.77 / 1.00	0.33	0.02
5. The personnel involved in registration are helpful.	6.24	5.90 / 1.34	0.34	6.19	5.88 / 1.29	0.31	0.02
22. People on this campus respect and are supportive of each other.	6.26	5.89 / 1.24	0.37	6.20	5.94 / 1.20	0.26	-0.05
26. Library staff are helpful and approachable.	6.05	5.91 / 1.32	0.14	6.08	5.83 / 1.33	0.25	0.08
27. The campus staff are caring and helpful.	6.27	6.02 / 1.13	0.25	6.22	6.02 / 1.14	0.20	0.00
44. I generally know what's happening on campus.	5.70	5.34 / 1.59	0.36	5.66	5.24 / 1.57	0.42	0.10
57. Administrators are approachable to students.	6.19	5.78 / 1.37	0.41	6.18	5.76 / 1.39	0.42	0.02
62. Bookstore staff are helpful.	6.23	6.12 / 1.22	0.11	6.17	6.03 / 1.27	0.14	0.09
63. I seldom get the "run-around" when seeking information on this campus.	6.15	5.76 / 1.40	0.39	6.18	5.79 / 1.36	0.39	-0.03
67. Channels for expressing student complaints are readily available.	6.13	5.38 / 1.63	0.75	6.06	5.40 / 1.58	0.66	-0.02

* 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 - Student Centeredness

Scale/Item	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.21	5.89 / 1.07	0.32	6.17	5.89 / 1.06	0.28	0.00
1. Most students feel a sense of belonging here.	5.87	5.72 / 1.35	0.15	5.84	5.78 / 1.25	0.06	-0.06
16. The college shows concern for students as individuals.	6.27	5.68 / 1.42	0.59	6.19	5.65 / 1.42	0.54	0.03
27. The campus staff are caring and helpful.	6.27	6.02 / 1.13	0.25	6.22	6.02 / 1.14	0.20	0.00
28. It is an enjoyable experience to be a student on this campus.	6.31	6.02 / 1.25	0.29	6.29	6.05 / 1.24	0.24	-0.03
36. Students are made to feel welcome on this campus.	6.38	6.10 / 1.19	0.28	6.31	6.08 / 1.22	0.23	0.02
57. Administrators are approachable to students.	6.19	5.78 / 1.37	0.41	6.18	5.76 / 1.39	0.42	0.02

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
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Institutional Summary

Items: In Sequential Order

Item	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.87	5.72 / 1.35	0.15	5.84	5.78 / 1.25	0.06	-0.06
2. Faculty care about me as an individual.	6.12	5.80 / 1.26	0.32	6.15	5.86 / 1.23	0.29	-0.06
3. The quality of instruction in the vocational/technical programs is excellent.	6.23	5.83 / 1.20	0.40	6.23	5.85 / 1.17	0.38	-0.02
4. Security staff are helpful.	6.09	5.77 / 1.35	0.32	6.01	5.74 / 1.35	0.27	0.03
5. The personnel involved in registration are helpful.	6.24	5.90 / 1.34	0.34	6.19	5.88 / 1.29	0.31	0.02
6. My academic advisor is approachable.	6.26	5.80 / 1.47	0.46	6.24	5.82 / 1.42	0.42	-0.02
7. Adequate financial aid is available for most students.	6.26	5.58 / 1.53	0.68	6.19	5.51 / 1.56	0.68	0.07
8. Classes are scheduled at times that are convenient for me.	6.50	5.80 / 1.42	0.70	6.49	5.79 / 1.37	0.70	0.01
9. Internships or practical experiences are provided in my degree/certificate program.	6.00	5.28 / 1.61	0.72	6.08	5.39 / 1.58	0.69	-0.11
10. Child care facilities are available on campus.	5.07	5.28 / 1.51	-0.21	4.93	5.21 / 1.62	-0.28	0.07
11. Security staff respond quickly in emergencies.	6.42	5.81 / 1.33	0.61	6.32	5.80 / 1.32	0.52	0.01
12. My academic advisor helps me set goals to work toward.	6.08	5.55 / 1.63	0.53	6.06	5.50 / 1.59	0.56	0.05
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.18	5.53 / 1.55	0.65	6.12	5.45 / 1.58	0.67	0.08
14. Library resources and services are adequate.	6.31	6.15 / 1.11	0.16	6.30	6.12 / 1.11	0.18	0.03
15. I am able to register for classes I need with few conflicts.	6.53	5.93 / 1.32	0.60	6.49	5.95 / 1.31	0.54	-0.02
16. The college shows concern for students as individuals.	6.27	5.68 / 1.42	0.59	6.19	5.65 / 1.42	0.54	0.03

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

Institutional Summary

Items: In Sequential Order

Item	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.48	5.31 / 1.43	0.17	5.49	5.37 / 1.46	0.12	-0.06
18. The quality of instruction I receive in most of my classes is excellent.	6.56	5.88 / 1.23	0.68	6.52	5.96 / 1.18	0.56	-0.08
19. This campus provides effective support services for displaced homemakers.	5.65	5.39 / 1.48	0.26	5.59	5.35 / 1.47	0.24	0.04
20. Financial aid counselors are helpful.	6.20	5.63 / 1.50	0.57	6.16	5.55 / 1.54	0.61	0.08
21. There are a sufficient number of study areas on campus.	6.29	6.19 / 1.19	0.10	6.21	6.12 / 1.19	0.09	0.07
22. People on this campus respect and are supportive of each other.	6.26	5.89 / 1.24	0.37	6.20	5.94 / 1.20	0.26	-0.05
23. Faculty are understanding of students' unique life circumstances.	6.37	5.77 / 1.35	0.60	6.35	5.80 / 1.38	0.55	-0.03
24. Parking lots are well-lighted and secure.	6.34	5.86 / 1.36	0.48	6.29	5.91 / 1.29	0.38	-0.05
25. My academic advisor is concerned about my success as an individual.	6.17	5.53 / 1.61	0.64	6.22	5.59 / 1.58	0.63	-0.06
26. Library staff are helpful and approachable.	6.05	5.91 / 1.32	0.14	6.08	5.83 / 1.33	0.25	0.08
27. The campus staff are caring and helpful.	6.27	6.02 / 1.13	0.25	6.22	6.02 / 1.14	0.20	0.00
28. It is an enjoyable experience to be a student on this campus.	6.31	6.02 / 1.25	0.29	6.29	6.05 / 1.24	0.24	-0.03
29. Faculty are fair and unbiased in their treatment of individual students.	6.48	5.88 / 1.36	0.60	6.42	5.88 / 1.36	0.54	0.00
30. The career services office provides students with the help they need to get a job.	6.17	5.71 / 1.39	0.46	6.16	5.70 / 1.38	0.46	0.01
31. The campus is safe and secure for all students.	6.57	6.18 / 1.10	0.39	6.47	6.17 / 1.08	0.30	0.01

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

Institutional Summary

Items: In Sequential Order

Item	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.38	5.75 / 1.51	0.63	6.39	5.70 / 1.55	0.69	0.05
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.09	5.77 / 1.35	0.32	6.06	5.71 / 1.37	0.35	0.06
34. Computer labs are adequate and accessible.	6.30	6.12 / 1.18	0.18	6.31	6.05 / 1.18	0.26	0.07
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.41	6.01 / 1.22	0.40	6.31	5.93 / 1.27	0.38	0.08
36. Students are made to feel welcome on this campus.	6.38	6.10 / 1.19	0.28	6.31	6.08 / 1.22	0.23	0.02
37. Faculty take into consideration student differences as they teach a course.	6.25	5.59 / 1.44	0.66	6.20	5.67 / 1.40	0.53	-0.08
38. The student center is a comfortable place for students to spend their leisure time.	5.97	5.86 / 1.34	0.11	5.87	5.81 / 1.31	0.06	0.05
39. The amount of student parking space on campus is adequate.	6.38	4.79 / 1.98	1.59	6.31	4.98 / 1.88	1.33	-0.19 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.38	5.66 / 1.49	0.72	6.32	5.64 / 1.55	0.68	0.02
41. Admissions staff are knowledgeable.	6.37	5.99 / 1.23	0.38	6.31	5.91 / 1.31	0.40	0.08
42. The equipment in the lab facilities is kept up to date.	6.30	6.02 / 1.15	0.28	6.27	5.93 / 1.24	0.34	0.09
43. Class change (drop/add) policies are reasonable.	6.42	6.04 / 1.28	0.38	6.27	5.97 / 1.33	0.30	0.07
44. I generally know what's happening on campus.	5.70	5.34 / 1.59	0.36	5.66	5.24 / 1.57	0.42	0.10
45. This institution has a good reputation within the community.	6.36	6.38 / 0.99	-0.02	6.25	6.33 / 1.05	-0.08	0.05
46. Faculty provide timely feedback about student progress in a course.	6.45	5.75 / 1.35	0.70	6.40	5.72 / 1.36	0.68	0.03

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

Institutional Summary

Items: In Sequential Order

Item	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.25	5.81 / 1.36	0.44	6.24	5.79 / 1.36	0.45	0.02
48. Counseling staff care about students as individuals.	6.28	5.81 / 1.40	0.47	6.30	5.77 / 1.45	0.53	0.04
49. Admissions counselors respond to prospective students' unique needs and requests.	6.22	5.79 / 1.32	0.43	6.16	5.79 / 1.34	0.37	0.00
50. Tutoring services are readily available.	6.20	5.97 / 1.31	0.23	6.18	5.91 / 1.35	0.27	0.06
51. There are convenient ways of paying my school bill.	6.37	6.14 / 1.17	0.23	6.33	6.09 / 1.21	0.24	0.05
52. This school does whatever it can to help me reach my educational goals.	6.39	5.86 / 1.29	0.53	6.32	5.81 / 1.30	0.51	0.05
53. The assessment and course placement procedures are reasonable.	6.27	5.82 / 1.38	0.45	6.20	5.81 / 1.33	0.39	0.01
54. Faculty are interested in my academic problems.	6.23	5.66 / 1.40	0.57	6.17	5.66 / 1.45	0.51	0.00
55. Academic support services adequately meet the needs of students.	6.26	5.89 / 1.26	0.37	6.24	5.79 / 1.36	0.45	0.10
56. The business office is open during hours which are convenient for most students.	6.20	5.83 / 1.33	0.37	6.16	5.80 / 1.31	0.36	0.03
57. Administrators are approachable to students.	6.19	5.78 / 1.37	0.41	6.18	5.76 / 1.39	0.42	0.02
58. Nearly all of the faculty are knowledgeable in their fields.	6.54	6.05 / 1.18	0.49	6.47	6.10 / 1.15	0.37	-0.05
59. New student orientation services help students adjust to college.	6.04	5.74 / 1.45	0.30	6.04	5.71 / 1.47	0.33	0.03
60. Billing policies are reasonable.	6.34	6.03 / 1.20	0.31	6.29	6.00 / 1.22	0.29	0.03
61. Faculty are usually available after class and during office hours.	6.33	6.00 / 1.24	0.33	6.31	6.04 / 1.20	0.27	-0.04

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

Institutional Summary

Items: In Sequential Order

Item	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.23	6.12 / 1.22	0.11	6.17	6.03 / 1.27	0.14	0.09
63. I seldom get the "run-around" when seeking information on this campus.	6.15	5.76 / 1.40	0.39	6.18	5.79 / 1.36	0.39	-0.03
64. Nearly all classes deal with practical experiences and applications.	6.30	5.81 / 1.33	0.49	6.27	5.81 / 1.33	0.46	0.00
65. Students are notified early in the term if they are doing poorly in a class.	6.21	5.16 / 1.79	1.05	6.23	5.23 / 1.71	1.00	-0.07
66. Program requirements are clear and reasonable.	6.40	5.94 / 1.28	0.46	6.38	5.93 / 1.27	0.45	0.01
67. Channels for expressing student complaints are readily available.	6.13	5.38 / 1.63	0.75	6.06	5.40 / 1.58	0.66	-0.02
68. On the whole, the campus is well-maintained.	6.43	6.39 / 0.92	0.04	6.34	6.35 / 1.02	-0.01	0.04
69. There is a good variety of courses provided on this campus.	6.53	6.30 / 1.02	0.23	6.46	6.26 / 1.09	0.20	0.04
70. I am able to experience intellectual growth here.	6.57	6.25 / 1.05	0.32	6.51	6.24 / 1.12	0.27	0.01
71. Campus item: Mass transit options to JCCC are sufficient for my needs.	5.77	5.67 / 1.56	0.10				
72. Campus item: JCCC offers sufficient recycling and composting resources for students.	6.10	6.29 / 1.11	-0.19				
73. Campus item: JCCC encourages critical thinking about sustainability issues.	5.99	5.92 / 1.28	0.07				
74. Campus item: JCCC supports individuals who seek environmentally responsible careers.	5.91	5.91 / 1.28	0.00				
75. Campus item: JCCC provides opportunities for students to learn what living sustainably means.	5.86	5.72 / 1.40	0.14				

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

Institutional Summary

Items: In Sequential Order

Item	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item: Students have a voice in planning sustainability efforts on campus.	5.78	5.64 / 1.43	0.14				
77. Campus item: There is a sufficient amount of renewable energy generated on campus.	5.95	5.75 / 1.36	0.20				
78. Campus item: I am proud to attend a college that focuses on sustainability issues.	6.03	6.04 / 1.19	-0.01				
79. Campus item: The College makes a sufficient effort to reduce its ecological footprint.	6.06	5.95 / 1.20	0.11				
80. Campus item 10							
81. Institution's commitment to part-time students?		6.13 / 1.16			6.03 / 1.24		0.10 *
82. Institution's commitment to evening students?		6.05 / 1.26			5.89 / 1.33		0.16 **
83. Institution's commitment to older, returning learners?		6.11 / 1.22			5.95 / 1.32		0.16 **
84. Institution's commitment to under-represented populations?		5.98 / 1.30			5.83 / 1.38		0.15 *
85. Institution's commitment to commuters?		5.97 / 1.31			5.82 / 1.33		0.15 *
86. Institution's commitment to students with disabilities?		6.14 / 1.21			5.95 / 1.31		0.19 **
87. Cost as factor in decision to enroll.	6.49			6.39			
88. Financial aid as factor in decision to enroll.	5.91			5.76			
89. Academic reputation as factor in decision to enroll.	6.18			6.16			
90. Size of institution as factor in decision to enroll.	5.43			5.24			
91. Opportunity to play sports as factor in decision to enroll.	3.85			3.67			

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

Institutional Summary

Items: In Sequential Order

Item	June 2018			June 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
92. Recommendations from family/friends as factor in decision to enroll.	5.34			5.22			
93. Geographic setting as factor in decision to enroll.	5.82			5.70			
94. Campus appearance as factor in decision to enroll.	5.49			5.31			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.54			5.37			

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

Institutional Summary

Summary Items

Summary Item	June 2018	June 2017	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 5.22 0% 1% 3% 29% 25% 15% 25%	Average: 5.18 0% 0% 5% 27% 25% 18% 21%	0.04
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: 5.92 0% 0% 2% 8% 12% 39% 35%	Average: 5.93 0% 0% 3% 6% 13% 40% 35%	-0.01
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: 6.30 0% 1% 0% 4% 6% 27% 58%	Average: 6.29 1% 1% 0% 4% 5% 29% 57%	0.01