

Demographics

Gender		N	%	Class Level		N	%
Female		178	47.85%	1 year or less		79	20.90%
Male		194	52.15%	2 years		212	56.08%
Total		372	100.00%	3 years		52	13.76%
No Response		12		4 or more years		35	9.26%
				Total		378	100.00%
				No Response		6	

Age		N	%	Current GPA		N	%
18 and under		30	8.02%	No credits earned		9	2.37%
19 to 24		211	56.42%	1.99 or below		4	1.05%
25 to 34		85	22.73%	2.0 - 2.49		10	2.63%
35 to 44		29	7.75%	2.5 - 2.99		45	11.84%
45 and over		19	5.08%	3.0 - 3.49		136	35.79%
Total		374	100.00%	3.5 or above		176	46.32%
No Response		10		Total		380	100.00%
				No Response		4	

Ethnicity/Race		N	%	Educational Goal		N	%
African-American		9	2.37%	Associate degree		224	59.73%
American Indian or Alaskan Native		4	1.06%	Vocational/technical program		70	18.67%
Asian or Pacific Islander		9	2.37%	Transfer to another institution		17	4.53%
Caucasian/White		318	83.91%	Certification (initial / renewal)		24	6.40%
Hispanic		12	3.17%	Self-improvement/pleasure		2	0.53%
Other race		11	2.90%	Job-related training		15	4.00%
Race - Prefer not to respond		16	4.22%	Other educational goal		23	6.13%
Total		379	100.00%	Total		375	100.00%
No Response		5		No Response		9	

Current Enrollment Status		N	%	Employment		N	%
Day		345	91.51%	Full-time off campus		92	24.08%
Evening		30	7.96%	Part-time off campus		181	47.38%
Weekend		2	0.53%	Full-time on campus		9	2.36%
Total		377	100.00%	Part-time on campus		25	6.54%
No Response		7		Not employed		75	19.63%
				Total		382	100.00%
				No Response		2	

Current Class Load		N	%
Full-time		302	80.53%
Part-time		73	19.47%
Total		375	100.00%
No Response		9	

Demographics

Current Residence			Length of time it takes me, on a typical school day, to travel to campus (one way)		
	N	%		N	%
Residence hall	0	0.00%	0-15 minutes	170	44.62%
Own house	85	22.43%	16-30 minutes	131	34.38%
Rent room or apt off campus	169	44.59%	31-45 minutes	33	8.66%
Parent's home	96	25.33%	46-60 minutes	15	3.94%
Other residence	29	7.65%	More than 60 minutes	32	8.40%
Total	379	100.00%	Campus item - Answer 6	0	0.00%
No Response	5		Total	381	100.00%
Residence Classification			Institution Question 2		
	N	%		N	%
In-state	313	83.47%	No Response	3	
Out-of-state	57	15.20%	Campus item 2 - Answer 1	0	0%
International (not U.S. citizen)	5	1.33%	Campus item 2 - Answer 2	0	0%
Total	375	100.00%	Campus item 2 - Answer 3	0	0%
No Response	9		Campus item 2 - Answer 4	0	0%
Disabilities			Institution Question 2		
	N	%		N	%
Yes - Disability	20	5.38%	Campus item 2 - Answer 5	0	0%
No - Disability	352	94.62%	Campus item 2 - Answer 6	0	0%
Total	372	100.00%	Total	0	100.00%
No Response	12		No Response	384	
Institution Was My			Group Code		
	N	%		N	%
1st choice	285	76.41%	1111: 1111	60	16.22%
2nd choice	72	19.30%	1133: 1133	15	4.05%
3rd choice or lower	16	4.29%	2222: 2222	54	14.59%
Total	373	100.00%	2244: 2244	49	13.24%
No Response	11		3333: 3333	28	7.57%
			3355: 3355	8	2.16%
			4466: 4466	31	8.38%
			6688: 6688	25	6.76%
			8800: 8800	29	7.84%
			9911: 9911	71	19.19%
			Total	370	100.00%
			No Response	14	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 58. Nearly all of the faculty are knowledgeable in their fields.
- 32. My academic advisor is knowledgeable about my program requirements.
- 15. I am able to register for classes I need with few conflicts.
- 31. The campus is safe and secure for all students.
- 6. My academic advisor is approachable.
- 70. I am able to experience intellectual growth here.
- 66. Program requirements are clear and reasonable.
- 78. Campus item: Important materials (such as the syllabus, assignments, grades, etc.) for each of my courses are readily available online
- 64. Nearly all classes deal with practical experiences and applications.
- 68. On the whole, the campus is well-maintained.
- 5. The personnel involved in registration are helpful.
- 36. Students are made to feel welcome on this campus.
- 77. Campus item: The tutors in the Learning Center are helpful and approachable.
- 69. There is a good variety of courses provided on this campus.
- 61. Faculty are usually available after class and during office hours.
- 73. Campus item: I have the skills I need to use numbers and math concepts to solve problems in my chosen field.
- 22. People on this campus respect and are supportive of each other.
- 45. This institution has a good reputation within the community.

Challenges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 3. The quality of instruction in the vocational/technical programs is excellent.
- 42. The equipment in the lab facilities is kept up to date.
- 23. Faculty are understanding of students' unique life circumstances.
- 7. Adequate financial aid is available for most students.
- 52. This school does whatever it can to help me reach my educational goals.
- 8. Classes are scheduled at times that are convenient for me.
- 25. My academic advisor is concerned about my success as an individual.
- 20. Financial aid counselors are helpful.
- 39. The amount of student parking space on campus is adequate.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Community Colleges

- 3. The quality of instruction in the vocational/technical programs is excellent.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 32. My academic advisor is knowledgeable about my program requirements.
- 15. I am able to register for classes I need with few conflicts.
- 31. The campus is safe and secure for all students.
- 6. My academic advisor is approachable.
- 70. I am able to experience intellectual growth here.
- 66. Program requirements are clear and reasonable.
- 23. Faculty are understanding of students' unique life circumstances.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 64. Nearly all classes deal with practical experiences and applications.
- 52. This school does whatever it can to help me reach my educational goals.
- 68. On the whole, the campus is well-maintained.
- 28. It is an enjoyable experience to be a student on this campus.
- 46. Faculty provide timely feedback about student progress in a course.
- 5. The personnel involved in registration are helpful.
- 25. My academic advisor is concerned about my success as an individual.
- 36. Students are made to feel welcome on this campus.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 20. Financial aid counselors are helpful.
- 69. There is a good variety of courses provided on this campus.
- 53. The assessment and course placement procedures are reasonable.
- 61. Faculty are usually available after class and during office hours.
- 2. Faculty care about me as an individual.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 51. There are convenient ways of paying my school bill.

Higher Importance vs. National Community Colleges

- 3. The quality of instruction in the vocational/technical programs is excellent.
- 42. The equipment in the lab facilities is kept up to date.
- 64. Nearly all classes deal with practical experiences and applications.
- 2. Faculty care about me as an individual.

Institutional Summary
Scales: In Order of Importance

Scale	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.36	5.87 / 0.91	0.49	6.29	5.60 / 1.13	0.69	0.27 ***
Academic Advising/Counseling	6.34	5.85 / 1.13	0.49	6.27	5.46 / 1.37	0.81	0.39 ***
Concern for the Individual	6.28	5.76 / 1.07	0.52	6.21	5.46 / 1.27	0.75	0.30 ***
Registration Effectiveness	6.27	5.90 / 0.87	0.37	6.27	5.63 / 1.07	0.64	0.27 ***
Admissions and Financial Aid	6.23	5.67 / 1.09	0.56	6.20	5.42 / 1.28	0.78	0.25 ***
Academic Services	6.20	5.82 / 1.17	0.38	6.18	5.74 / 1.07	0.44	0.08
Student Centeredness	6.20	5.90 / 0.99	0.30	6.13	5.58 / 1.19	0.55	0.32 ***
Campus Climate	6.17	5.82 / 0.94	0.35	6.12	5.53 / 1.13	0.59	0.29 ***
Safety and Security	6.14	5.50 / 1.11	0.64	6.18	5.41 / 1.21	0.77	0.09
Service Excellence	6.08	5.78 / 0.96	0.30	6.10	5.52 / 1.13	0.58	0.26 ***
Campus Support Services	5.93	5.62 / 1.28	0.31	5.72	5.26 / 1.27	0.46	0.36 ***
Responsiveness to Diverse Populations		5.85 / 1.12			5.69 / 1.28		0.16 *

* 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 162081 records.

Institutional Summary Items: In Order of Importance

Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
18. The quality of instruction I receive in most of my classes is excellent.	6.63	5.67 / 1.35	0.96	6.48	5.66 / 1.38	0.82	0.01
3. The quality of instruction in the vocational/technical programs is excellent.	6.55	5.68 / 1.31	0.87	6.18	5.53 / 1.37	0.65	0.15 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.54	6.08 / 1.13	0.46	6.41	5.83 / 1.32	0.58	0.25 ***
32. My academic advisor is knowledgeable about my program requirements.	6.53	5.99 / 1.37	0.54	6.40	5.59 / 1.63	0.81	0.40 ***
15. I am able to register for classes I need with few conflicts.	6.50	6.12 / 1.20	0.38	6.42	5.61 / 1.50	0.81	0.51 ***
6. My academic advisor is approachable.	6.47	6.21 / 1.25	0.26	6.33	5.63 / 1.61	0.70	0.58 ***
31. The campus is safe and secure for all students.	6.47	6.16 / 1.07	0.31	6.42	5.84 / 1.29	0.58	0.32 ***
70. I am able to experience intellectual growth here.	6.47	6.20 / 1.03	0.27	6.43	5.92 / 1.30	0.51	0.28 ***
66. Program requirements are clear and reasonable.	6.45	6.03 / 1.22	0.42	6.37	5.71 / 1.39	0.66	0.32 ***
78. Campus item: Important materials (such as the syllabus, assignments, grades, etc.) for each of my courses are readily available online	6.43	6.20 / 1.15	0.23				
42. The equipment in the lab facilities is kept up to date.	6.40	5.63 / 1.65	0.77	6.24	5.63 / 1.42	0.61	0.00
23. Faculty are understanding of students' unique life circumstances.	6.38	5.72 / 1.36	0.66	6.26	5.43 / 1.55	0.83	0.29 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.82 / 1.37	0.56	6.34	5.60 / 1.49	0.74	0.22 **
7. Adequate financial aid is available for most students.	6.36	5.47 / 1.57	0.89	6.30	5.42 / 1.66	0.88	0.05

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Institutional Summary Items: In Order of Importance

Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
64. Nearly all classes deal with practical experiences and applications.	6.36	5.99 / 1.17	0.37	6.19	5.58 / 1.39	0.61	0.41 ***
52. This school does whatever it can to help me reach my educational goals.	6.35	5.66 / 1.40	0.69	6.31	5.46 / 1.50	0.85	0.20 *
68. On the whole, the campus is well-maintained.	6.35	6.12 / 1.27	0.23	6.28	5.96 / 1.27	0.32	0.16 *
5. The personnel involved in registration are helpful.	6.33	5.99 / 1.24	0.34	6.26	5.53 / 1.56	0.73	0.46 ***
8. Classes are scheduled at times that are convenient for me.	6.33	5.70 / 1.32	0.63	6.45	5.60 / 1.50	0.85	0.10
28. It is an enjoyable experience to be a student on this campus.	6.33	5.94 / 1.27	0.39	6.23	5.67 / 1.44	0.56	0.27 ***
46. Faculty provide timely feedback about student progress in a course.	6.33	5.76 / 1.33	0.57	6.31	5.48 / 1.50	0.83	0.28 ***
25. My academic advisor is concerned about my success as an individual.	6.32	5.69 / 1.50	0.63	6.24	5.33 / 1.72	0.91	0.36 ***
36. Students are made to feel welcome on this campus.	6.32	6.17 / 1.10	0.15	6.27	5.79 / 1.34	0.48	0.38 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.32	5.85 / 1.38	0.47	6.28	5.39 / 1.66	0.89	0.46 ***
79. Campus item: I am satisfied with my housing arrangements this semester.	6.32	5.91 / 1.50	0.41				
77. Campus item: The tutors in the Learning Center are helpful and approachable.	6.31	6.09 / 1.16	0.22				
20. Financial aid counselors are helpful.	6.30	5.59 / 1.44	0.71	6.22	5.32 / 1.68	0.90	0.27 **
39. The amount of student parking space on campus is adequate.	6.30	4.87 / 1.88	1.43	6.23	4.97 / 1.90	1.26	-0.10
69. There is a good variety of courses provided on this campus.	6.30	6.11 / 1.13	0.19	6.37	5.83 / 1.36	0.54	0.28 ***

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National Group Means are based on 162081 records.

Institutional Summary
Items: In Order of Importance

Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
53. The assessment and course placement procedures are reasonable.	6.29	5.84 / 1.28	0.45	6.17	5.58 / 1.41	0.59	0.26 ***
61. Faculty are usually available after class and during office hours.	6.29	5.99 / 1.14	0.30	6.29	5.79 / 1.35	0.50	0.20 **
2. Faculty care about me as an individual.	6.28	5.83 / 1.21	0.45	6.10	5.52 / 1.44	0.58	0.31 ***
34. Computer labs are adequate and accessible.	6.28	5.78 / 1.49	0.50	6.26	5.85 / 1.35	0.41	-0.07
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.27	5.88 / 1.19	0.39	6.28	5.62 / 1.44	0.66	0.26 ***
51. There are convenient ways of paying my school bill.	6.27	5.87 / 1.29	0.40	6.28	5.70 / 1.45	0.58	0.17 *
76. Campus item: I can usually find what I am looking for on the LSC web site.	6.27	5.90 / 1.23	0.37				
73. Campus item: I have the skills I need to use numbers and math concepts to solve problems in my chosen field.	6.26	5.96 / 1.23	0.30				
22. People on this campus respect and are supportive of each other.	6.25	5.96 / 1.09	0.29	6.12	5.56 / 1.40	0.56	0.40 ***
41. Admissions staff are knowledgeable.	6.25	5.94 / 1.22	0.31	6.29	5.62 / 1.44	0.67	0.32 ***
45. This institution has a good reputation within the community.	6.25	6.11 / 1.13	0.14	6.15	5.78 / 1.36	0.37	0.33 ***
47. There are adequate services to help me decide upon a career.	6.25	5.83 / 1.29	0.42	6.18	5.45 / 1.50	0.73	0.38 ***
60. Billing policies are reasonable.	6.25	5.78 / 1.29	0.47	6.20	5.57 / 1.45	0.63	0.21 **
9. Internships or practical experiences are provided in my degree/certificate program.	6.24	5.72 / 1.46	0.52	6.04	5.19 / 1.63	0.85	0.53 ***
21. There are a sufficient number of study areas on campus.	6.23	5.79 / 1.46	0.44	6.14	5.73 / 1.43	0.41	0.06

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Institutional Summary Items: In Order of Importance

Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
48. Counseling staff care about students as individuals.	6.23	5.89 / 1.25	0.34	6.19	5.50 / 1.52	0.69	0.39 ***
55. Academic support services adequately meet the needs of students.	6.23	5.96 / 1.19	0.27	6.17	5.54 / 1.41	0.63	0.42 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.23	5.50 / 1.57	0.73	6.24	5.18 / 1.73	1.06	0.32 **
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.22	5.44 / 1.48	0.78	6.21	5.24 / 1.68	0.97	0.20 *
30. The career services office provides students with the help they need to get a job.	6.22	5.64 / 1.45	0.58	6.07	5.31 / 1.50	0.76	0.33 **
43. Class change (drop/add) policies are reasonable.	6.21	6.04 / 1.20	0.17	6.22	5.69 / 1.44	0.53	0.35 ***
16. The college shows concern for students as individuals.	6.20	5.61 / 1.35	0.59	6.20	5.33 / 1.57	0.87	0.28 ***
11. Security staff respond quickly in emergencies.	6.19	5.54 / 1.46	0.65	6.16	5.37 / 1.48	0.79	0.17
37. Faculty take into consideration student differences as they teach a course.	6.19	5.70 / 1.28	0.49	6.18	5.39 / 1.51	0.79	0.31 ***
54. Faculty are interested in my academic problems.	6.19	5.68 / 1.40	0.51	6.16	5.40 / 1.52	0.76	0.28 ***
27. The campus staff are caring and helpful.	6.18	6.03 / 1.08	0.15	6.20	5.71 / 1.32	0.49	0.32 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.16	5.49 / 1.56	0.67	6.13	5.29 / 1.65	0.84	0.20 *
12. My academic advisor helps me set goals to work toward.	6.15	5.62 / 1.51	0.53	6.15	5.29 / 1.74	0.86	0.33 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.14	5.88 / 1.18	0.26	6.13	5.46 / 1.48	0.67	0.42 ***
87. Cost as factor in decision to enroll.	6.14			6.36			

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 *** Difference statistically significant at the .001 level

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Institutional Summary Items: In Order of Importance

Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
50. Tutoring services are readily available.	6.13	5.90 / 1.43	0.23	6.18	5.72 / 1.42	0.46	0.18 *
56. The business office is open during hours which are convenient for most students.	6.13	5.82 / 1.35	0.31	6.15	5.61 / 1.41	0.54	0.21 **
75. Campus item: Adequate tech support is available for students having trouble with their online accounts.	6.13	5.81 / 1.30	0.32				
14. Library resources and services are adequate.	6.12	5.83 / 1.44	0.29	6.21	5.86 / 1.30	0.35	-0.03
72. Campus item: There are adequate signs around campus to help me get where I need to go.	6.10	5.89 / 1.27	0.21				
57. Administrators are approachable to students.	6.09	5.85 / 1.28	0.24	6.17	5.55 / 1.47	0.62	0.30 ***
62. Bookstore staff are helpful.	6.09	5.86 / 1.40	0.23	6.13	5.78 / 1.42	0.35	0.08
1. Most students feel a sense of belonging here.	6.08	5.80 / 1.17	0.28	5.70	5.46 / 1.39	0.24	0.34 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.06	5.73 / 1.31	0.33	6.00	5.43 / 1.47	0.57	0.30 ***
24. Parking lots are well-lighted and secure.	6.00	5.42 / 1.62	0.58	6.21	5.46 / 1.57	0.75	-0.04
26. Library staff are helpful and approachable.	5.99	5.94 / 1.31	0.05	6.09	5.81 / 1.35	0.28	0.13
67. Channels for expressing student complaints are readily available.	5.99	5.28 / 1.64	0.71	6.07	5.13 / 1.69	0.94	0.15
17. Personnel in the Veterans' Services program are helpful.	5.96	5.59 / 1.60	0.37	5.34	5.06 / 1.50	0.28	0.53 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.94	5.70 / 1.45	0.24	5.89	5.56 / 1.44	0.33	0.14
59. New student orientation services help students adjust to college.	5.93	5.72 / 1.43	0.21	5.99	5.48 / 1.52	0.51	0.24 **

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Institutional Summary
Items: In Order of Importance

Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
88. Financial aid as factor in decision to enroll.	5.91			6.11			
74. Campus item: The food in the cafeteria is reasonably priced.	5.89	3.59 / 1.98	2.30				
71. Campus item: There are a sufficient number of places on campus to sit and relax.	5.88	5.64 / 1.51	0.24				
89. Academic reputation as factor in decision to enroll.	5.88			5.96			
19. This campus provides effective support services for displaced homemakers.	5.82	5.40 / 1.33	0.42	5.48	5.07 / 1.48	0.41	0.33 **
4. Security staff are helpful.	5.72	5.56 / 1.55	0.16	5.87	5.39 / 1.53	0.48	0.17 *
44. I generally know what's happening on campus.	5.60	5.53 / 1.58	0.07	5.73	5.26 / 1.57	0.47	0.27 **
93. Geographic setting as factor in decision to enroll.	5.56			5.60			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.35			5.50			
90. Size of institution as factor in decision to enroll.	5.27			5.23			
94. Campus appearance as factor in decision to enroll.	5.16			5.31			
10. Child care facilities are available on campus.	5.13	5.14 / 1.94	-0.01	4.70	4.48 / 1.83	0.22	0.66 ***
80. Campus item: This school effectively communicates with students through social media such as Facebook, Twitter, and Instagram.	5.12	5.20 / 1.57	-0.08				
92. Recommendations from family/friends as factor in decision to enroll.	4.79			5.05			
91. Opportunity to play sports as factor in decision to enroll.	3.63			3.68			

* 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 162081 records.

Institutional Summary
Items: In Order of Importance

Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
81. Institution's commitment to part-time students?		5.99 / 1.12			5.76 / 1.37		0.23 **
82. Institution's commitment to evening students?		5.72 / 1.34			5.64 / 1.45		0.08
83. Institution's commitment to older, returning learners?		5.97 / 1.20			5.73 / 1.43		0.24 **
84. Institution's commitment to under-represented populations?		5.82 / 1.27			5.63 / 1.41		0.19 *
85. Institution's commitment to commuters?		5.68 / 1.37			5.62 / 1.45		0.06
86. Institution's commitment to students with disabilities?		5.93 / 1.29			5.76 / 1.40		0.17

* 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 162081 records.

Institutional Summary

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

Scale/Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.34	5.85 / 1.13	0.49	6.27	5.46 / 1.37	0.81	0.39 ***
6. My academic advisor is approachable.	6.47	6.21 / 1.25	0.26	6.33	5.63 / 1.61	0.70	0.58 ***
12. My academic advisor helps me set goals to work toward.	6.15	5.62 / 1.51	0.53	6.15	5.29 / 1.74	0.86	0.33 ***
25. My academic advisor is concerned about my success as an individual.	6.32	5.69 / 1.50	0.63	6.24	5.33 / 1.72	0.91	0.36 ***
32. My academic advisor is knowledgeable about my program requirements.	6.53	5.99 / 1.37	0.54	6.40	5.59 / 1.63	0.81	0.40 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.32	5.85 / 1.38	0.47	6.28	5.39 / 1.66	0.89	0.46 ***
48. Counseling staff care about students as individuals.	6.23	5.89 / 1.25	0.34	6.19	5.50 / 1.52	0.69	0.39 ***
52. This school does whatever it can to help me reach my educational goals.	6.35	5.66 / 1.40	0.69	6.31	5.46 / 1.50	0.85	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 162081 records.

Institutional Summary

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

Scale/Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.20	5.82 / 1.17	0.38	6.18	5.74 / 1.07	0.44	0.08
14. Library resources and services are adequate.	6.12	5.83 / 1.44	0.29	6.21	5.86 / 1.30	0.35	-0.03
21. There are a sufficient number of study areas on campus.	6.23	5.79 / 1.46	0.44	6.14	5.73 / 1.43	0.41	0.06
26. Library staff are helpful and approachable.	5.99	5.94 / 1.31	0.05	6.09	5.81 / 1.35	0.28	0.13
34. Computer labs are adequate and accessible.	6.28	5.78 / 1.49	0.50	6.26	5.85 / 1.35	0.41	-0.07
42. The equipment in the lab facilities is kept up to date.	6.40	5.63 / 1.65	0.77	6.24	5.63 / 1.42	0.61	0.00
50. Tutoring services are readily available.	6.13	5.90 / 1.43	0.23	6.18	5.72 / 1.42	0.46	0.18 *
55. Academic support services adequately meet the needs of students.	6.23	5.96 / 1.19	0.27	6.17	5.54 / 1.41	0.63	0.42 ***

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

National Group Means are based on 162081 records.

Institutional Summary

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

Scale/Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.23	5.67 / 1.09	0.56	6.20	5.42 / 1.28	0.78	0.25 ***
7. Adequate financial aid is available for most students.	6.36	5.47 / 1.57	0.89	6.30	5.42 / 1.66	0.88	0.05
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.22	5.44 / 1.48	0.78	6.21	5.24 / 1.68	0.97	0.20 *
20. Financial aid counselors are helpful.	6.30	5.59 / 1.44	0.71	6.22	5.32 / 1.68	0.90	0.27 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.06	5.73 / 1.31	0.33	6.00	5.43 / 1.47	0.57	0.30 ***
41. Admissions staff are knowledgeable.	6.25	5.94 / 1.22	0.31	6.29	5.62 / 1.44	0.67	0.32 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.14	5.88 / 1.18	0.26	6.13	5.46 / 1.48	0.67	0.42 ***

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

National Group Means are based on 162081 records.

Institutional Summary

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

Scale/Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.17	5.82 / 0.94	0.35	6.12	5.53 / 1.13	0.59	0.29 ***
1. Most students feel a sense of belonging here.	6.08	5.80 / 1.17	0.28	5.70	5.46 / 1.39	0.24	0.34 ***
2. Faculty care about me as an individual.	6.28	5.83 / 1.21	0.45	6.10	5.52 / 1.44	0.58	0.31 ***
16. The college shows concern for students as individuals.	6.20	5.61 / 1.35	0.59	6.20	5.33 / 1.57	0.87	0.28 ***
22. People on this campus respect and are supportive of each other.	6.25	5.96 / 1.09	0.29	6.12	5.56 / 1.40	0.56	0.40 ***
27. The campus staff are caring and helpful.	6.18	6.03 / 1.08	0.15	6.20	5.71 / 1.32	0.49	0.32 ***
28. It is an enjoyable experience to be a student on this campus.	6.33	5.94 / 1.27	0.39	6.23	5.67 / 1.44	0.56	0.27 ***
31. The campus is safe and secure for all students.	6.47	6.16 / 1.07	0.31	6.42	5.84 / 1.29	0.58	0.32 ***
36. Students are made to feel welcome on this campus.	6.32	6.17 / 1.10	0.15	6.27	5.79 / 1.34	0.48	0.38 ***
44. I generally know what's happening on campus.	5.60	5.53 / 1.58	0.07	5.73	5.26 / 1.57	0.47	0.27 **
45. This institution has a good reputation within the community.	6.25	6.11 / 1.13	0.14	6.15	5.78 / 1.36	0.37	0.33 ***
52. This school does whatever it can to help me reach my educational goals.	6.35	5.66 / 1.40	0.69	6.31	5.46 / 1.50	0.85	0.20 *
57. Administrators are approachable to students.	6.09	5.85 / 1.28	0.24	6.17	5.55 / 1.47	0.62	0.30 ***
59. New student orientation services help students adjust to college.	5.93	5.72 / 1.43	0.21	5.99	5.48 / 1.52	0.51	0.24 **
63. I seldom get the "run-around" when seeking information on this campus.	6.16	5.49 / 1.56	0.67	6.13	5.29 / 1.65	0.84	0.20 *
67. Channels for expressing student complaints are readily available.	5.99	5.28 / 1.64	0.71	6.07	5.13 / 1.69	0.94	0.15

* 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 162081 records.

Institutional Summary

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

Scale/Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.93	5.62 / 1.28	0.31	5.72	5.26 / 1.27	0.46	0.36 ***
10. Child care facilities are available on campus.	5.13	5.14 / 1.94	-0.01	4.70	4.48 / 1.83	0.22	0.66 ***
17. Personnel in the Veterans' Services program are helpful.	5.96	5.59 / 1.60	0.37	5.34	5.06 / 1.50	0.28	0.53 ***
19. This campus provides effective support services for displaced homemakers.	5.82	5.40 / 1.33	0.42	5.48	5.07 / 1.48	0.41	0.33 **
30. The career services office provides students with the help they need to get a job.	6.22	5.64 / 1.45	0.58	6.07	5.31 / 1.50	0.76	0.33 **
38. The student center is a comfortable place for students to spend their leisure time.	5.94	5.70 / 1.45	0.24	5.89	5.56 / 1.44	0.33	0.14
47. There are adequate services to help me decide upon a career.	6.25	5.83 / 1.29	0.42	6.18	5.45 / 1.50	0.73	0.38 ***
59. New student orientation services help students adjust to college.	5.93	5.72 / 1.43	0.21	5.99	5.48 / 1.52	0.51	0.24 **

* 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 162081 records.

Institutional Summary

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

Scale/Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.28	5.76 / 1.07	0.52	6.21	5.46 / 1.27	0.75	0.30 ***
2. Faculty care about me as an individual.	6.28	5.83 / 1.21	0.45	6.10	5.52 / 1.44	0.58	0.31 ***
16. The college shows concern for students as individuals.	6.20	5.61 / 1.35	0.59	6.20	5.33 / 1.57	0.87	0.28 ***
25. My academic advisor is concerned about my success as an individual.	6.32	5.69 / 1.50	0.63	6.24	5.33 / 1.72	0.91	0.36 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.82 / 1.37	0.56	6.34	5.60 / 1.49	0.74	0.22 **
48. Counseling staff care about students as individuals.	6.23	5.89 / 1.25	0.34	6.19	5.50 / 1.52	0.69	0.39 ***

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

National Group Means are based on 162081 records.

Institutional Summary

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

Scale/Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.36	5.87 / 0.91	0.49	6.29	5.60 / 1.13	0.69	0.27 ***
2. Faculty care about me as an individual.	6.28	5.83 / 1.21	0.45	6.10	5.52 / 1.44	0.58	0.31 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.63	5.67 / 1.35	0.96	6.48	5.66 / 1.38	0.82	0.01
23. Faculty are understanding of students' unique life circumstances.	6.38	5.72 / 1.36	0.66	6.26	5.43 / 1.55	0.83	0.29 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.82 / 1.37	0.56	6.34	5.60 / 1.49	0.74	0.22 **
37. Faculty take into consideration student differences as they teach a course.	6.19	5.70 / 1.28	0.49	6.18	5.39 / 1.51	0.79	0.31 ***
46. Faculty provide timely feedback about student progress in a course.	6.33	5.76 / 1.33	0.57	6.31	5.48 / 1.50	0.83	0.28 ***
54. Faculty are interested in my academic problems.	6.19	5.68 / 1.40	0.51	6.16	5.40 / 1.52	0.76	0.28 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.54	6.08 / 1.13	0.46	6.41	5.83 / 1.32	0.58	0.25 ***
61. Faculty are usually available after class and during office hours.	6.29	5.99 / 1.14	0.30	6.29	5.79 / 1.35	0.50	0.20 **
64. Nearly all classes deal with practical experiences and applications.	6.36	5.99 / 1.17	0.37	6.19	5.58 / 1.39	0.61	0.41 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.23	5.50 / 1.57	0.73	6.24	5.18 / 1.73	1.06	0.32 **
66. Program requirements are clear and reasonable.	6.45	6.03 / 1.22	0.42	6.37	5.71 / 1.39	0.66	0.32 ***

* 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 162081 records.

Institutional Summary

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

Scale/Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.30	6.11 / 1.13	0.19	6.37	5.83 / 1.36	0.54	0.28 ***
70. I am able to experience intellectual growth here.	6.47	6.20 / 1.03	0.27	6.43	5.92 / 1.30	0.51	0.28 ***

* 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 162081 records.

Institutional Summary

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

Scale/Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.27	5.90 / 0.87	0.37	6.27	5.63 / 1.07	0.64	0.27 ***
5. The personnel involved in registration are helpful.	6.33	5.99 / 1.24	0.34	6.26	5.53 / 1.56	0.73	0.46 ***
8. Classes are scheduled at times that are convenient for me.	6.33	5.70 / 1.32	0.63	6.45	5.60 / 1.50	0.85	0.10
15. I am able to register for classes I need with few conflicts.	6.50	6.12 / 1.20	0.38	6.42	5.61 / 1.50	0.81	0.51 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.27	5.88 / 1.19	0.39	6.28	5.62 / 1.44	0.66	0.26 ***
43. Class change (drop/add) policies are reasonable.	6.21	6.04 / 1.20	0.17	6.22	5.69 / 1.44	0.53	0.35 ***
51. There are convenient ways of paying my school bill.	6.27	5.87 / 1.29	0.40	6.28	5.70 / 1.45	0.58	0.17 *
56. The business office is open during hours which are convenient for most students.	6.13	5.82 / 1.35	0.31	6.15	5.61 / 1.41	0.54	0.21 **
60. Billing policies are reasonable.	6.25	5.78 / 1.29	0.47	6.20	5.57 / 1.45	0.63	0.21 **
62. Bookstore staff are helpful.	6.09	5.86 / 1.40	0.23	6.13	5.78 / 1.42	0.35	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 162081 records.

Institutional Summary

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

Scale/Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.85 / 1.12			5.69 / 1.28		0.16 *
81. Institution's commitment to part-time students?		5.99 / 1.12			5.76 / 1.37		0.23 **
82. Institution's commitment to evening students?		5.72 / 1.34			5.64 / 1.45		0.08
83. Institution's commitment to older, returning learners?		5.97 / 1.20			5.73 / 1.43		0.24 **
84. Institution's commitment to under-represented populations?		5.82 / 1.27			5.63 / 1.41		0.19 *
85. Institution's commitment to commuters?		5.68 / 1.37			5.62 / 1.45		0.06
86. Institution's commitment to students with disabilities?		5.93 / 1.29			5.76 / 1.40		0.17

* 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 162081 records.

Institutional Summary

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

Scale/Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.14	5.50 / 1.11	0.64	6.18	5.41 / 1.21	0.77	0.09
4. Security staff are helpful.	5.72	5.56 / 1.55	0.16	5.87	5.39 / 1.53	0.48	0.17 *
11. Security staff respond quickly in emergencies.	6.19	5.54 / 1.46	0.65	6.16	5.37 / 1.48	0.79	0.17
24. Parking lots are well-lighted and secure.	6.00	5.42 / 1.62	0.58	6.21	5.46 / 1.57	0.75	-0.04
31. The campus is safe and secure for all students.	6.47	6.16 / 1.07	0.31	6.42	5.84 / 1.29	0.58	0.32 ***
39. The amount of student parking space on campus is adequate.	6.30	4.87 / 1.88	1.43	6.23	4.97 / 1.90	1.26	-0.10

* 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 162081 records.

Institutional Summary

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

Scale/Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.08	5.78 / 0.96	0.30	6.10	5.52 / 1.13	0.58	0.26 ***
5. The personnel involved in registration are helpful.	6.33	5.99 / 1.24	0.34	6.26	5.53 / 1.56	0.73	0.46 ***
22. People on this campus respect and are supportive of each other.	6.25	5.96 / 1.09	0.29	6.12	5.56 / 1.40	0.56	0.40 ***
26. Library staff are helpful and approachable.	5.99	5.94 / 1.31	0.05	6.09	5.81 / 1.35	0.28	0.13
27. The campus staff are caring and helpful.	6.18	6.03 / 1.08	0.15	6.20	5.71 / 1.32	0.49	0.32 ***
44. I generally know what's happening on campus.	5.60	5.53 / 1.58	0.07	5.73	5.26 / 1.57	0.47	0.27 **
57. Administrators are approachable to students.	6.09	5.85 / 1.28	0.24	6.17	5.55 / 1.47	0.62	0.30 ***
62. Bookstore staff are helpful.	6.09	5.86 / 1.40	0.23	6.13	5.78 / 1.42	0.35	0.08
63. I seldom get the "run-around" when seeking information on this campus.	6.16	5.49 / 1.56	0.67	6.13	5.29 / 1.65	0.84	0.20 *
67. Channels for expressing student complaints are readily available.	5.99	5.28 / 1.64	0.71	6.07	5.13 / 1.69	0.94	0.15

* 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 162081 records.

Institutional Summary

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

Scale/Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.20	5.90 / 0.99	0.30	6.13	5.58 / 1.19	0.55	0.32 ***
1. Most students feel a sense of belonging here.	6.08	5.80 / 1.17	0.28	5.70	5.46 / 1.39	0.24	0.34 ***
16. The college shows concern for students as individuals.	6.20	5.61 / 1.35	0.59	6.20	5.33 / 1.57	0.87	0.28 ***
27. The campus staff are caring and helpful.	6.18	6.03 / 1.08	0.15	6.20	5.71 / 1.32	0.49	0.32 ***
28. It is an enjoyable experience to be a student on this campus.	6.33	5.94 / 1.27	0.39	6.23	5.67 / 1.44	0.56	0.27 ***
36. Students are made to feel welcome on this campus.	6.32	6.17 / 1.10	0.15	6.27	5.79 / 1.34	0.48	0.38 ***
57. Administrators are approachable to students.	6.09	5.85 / 1.28	0.24	6.17	5.55 / 1.47	0.62	0.30 ***

* 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 162081 records.

Institutional Summary

Items: In Sequential Order

Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.08	5.80 / 1.17	0.28	5.70	5.46 / 1.39	0.24	0.34 ***
2. Faculty care about me as an individual.	6.28	5.83 / 1.21	0.45	6.10	5.52 / 1.44	0.58	0.31 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.55	5.68 / 1.31	0.87	6.18	5.53 / 1.37	0.65	0.15 *
4. Security staff are helpful.	5.72	5.56 / 1.55	0.16	5.87	5.39 / 1.53	0.48	0.17 *
5. The personnel involved in registration are helpful.	6.33	5.99 / 1.24	0.34	6.26	5.53 / 1.56	0.73	0.46 ***
6. My academic advisor is approachable.	6.47	6.21 / 1.25	0.26	6.33	5.63 / 1.61	0.70	0.58 ***
7. Adequate financial aid is available for most students.	6.36	5.47 / 1.57	0.89	6.30	5.42 / 1.66	0.88	0.05
8. Classes are scheduled at times that are convenient for me.	6.33	5.70 / 1.32	0.63	6.45	5.60 / 1.50	0.85	0.10
9. Internships or practical experiences are provided in my degree/certificate program.	6.24	5.72 / 1.46	0.52	6.04	5.19 / 1.63	0.85	0.53 ***
10. Child care facilities are available on campus.	5.13	5.14 / 1.94	-0.01	4.70	4.48 / 1.83	0.22	0.66 ***
11. Security staff respond quickly in emergencies.	6.19	5.54 / 1.46	0.65	6.16	5.37 / 1.48	0.79	0.17
12. My academic advisor helps me set goals to work toward.	6.15	5.62 / 1.51	0.53	6.15	5.29 / 1.74	0.86	0.33 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.22	5.44 / 1.48	0.78	6.21	5.24 / 1.68	0.97	0.20 *
14. Library resources and services are adequate.	6.12	5.83 / 1.44	0.29	6.21	5.86 / 1.30	0.35	-0.03
15. I am able to register for classes I need with few conflicts.	6.50	6.12 / 1.20	0.38	6.42	5.61 / 1.50	0.81	0.51 ***
16. The college shows concern for students as individuals.	6.20	5.61 / 1.35	0.59	6.20	5.33 / 1.57	0.87	0.28 ***

* 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 162081 records.

Institutional Summary

Items: In Sequential Order

Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.96	5.59 / 1.60	0.37	5.34	5.06 / 1.50	0.28	0.53 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.63	5.67 / 1.35	0.96	6.48	5.66 / 1.38	0.82	0.01
19. This campus provides effective support services for displaced homemakers.	5.82	5.40 / 1.33	0.42	5.48	5.07 / 1.48	0.41	0.33 **
20. Financial aid counselors are helpful.	6.30	5.59 / 1.44	0.71	6.22	5.32 / 1.68	0.90	0.27 **
21. There are a sufficient number of study areas on campus.	6.23	5.79 / 1.46	0.44	6.14	5.73 / 1.43	0.41	0.06
22. People on this campus respect and are supportive of each other.	6.25	5.96 / 1.09	0.29	6.12	5.56 / 1.40	0.56	0.40 ***
23. Faculty are understanding of students' unique life circumstances.	6.38	5.72 / 1.36	0.66	6.26	5.43 / 1.55	0.83	0.29 ***
24. Parking lots are well-lighted and secure.	6.00	5.42 / 1.62	0.58	6.21	5.46 / 1.57	0.75	-0.04
25. My academic advisor is concerned about my success as an individual.	6.32	5.69 / 1.50	0.63	6.24	5.33 / 1.72	0.91	0.36 ***
26. Library staff are helpful and approachable.	5.99	5.94 / 1.31	0.05	6.09	5.81 / 1.35	0.28	0.13
27. The campus staff are caring and helpful.	6.18	6.03 / 1.08	0.15	6.20	5.71 / 1.32	0.49	0.32 ***
28. It is an enjoyable experience to be a student on this campus.	6.33	5.94 / 1.27	0.39	6.23	5.67 / 1.44	0.56	0.27 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.82 / 1.37	0.56	6.34	5.60 / 1.49	0.74	0.22 **
30. The career services office provides students with the help they need to get a job.	6.22	5.64 / 1.45	0.58	6.07	5.31 / 1.50	0.76	0.33 **
31. The campus is safe and secure for all students.	6.47	6.16 / 1.07	0.31	6.42	5.84 / 1.29	0.58	0.32 ***

* 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 162081 records.

Institutional Summary

Items: In Sequential Order

Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.53	5.99 / 1.37	0.54	6.40	5.59 / 1.63	0.81	0.40 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.06	5.73 / 1.31	0.33	6.00	5.43 / 1.47	0.57	0.30 ***
34. Computer labs are adequate and accessible.	6.28	5.78 / 1.49	0.50	6.26	5.85 / 1.35	0.41	-0.07
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.27	5.88 / 1.19	0.39	6.28	5.62 / 1.44	0.66	0.26 ***
36. Students are made to feel welcome on this campus.	6.32	6.17 / 1.10	0.15	6.27	5.79 / 1.34	0.48	0.38 ***
37. Faculty take into consideration student differences as they teach a course.	6.19	5.70 / 1.28	0.49	6.18	5.39 / 1.51	0.79	0.31 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.94	5.70 / 1.45	0.24	5.89	5.56 / 1.44	0.33	0.14
39. The amount of student parking space on campus is adequate.	6.30	4.87 / 1.88	1.43	6.23	4.97 / 1.90	1.26	-0.10
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.32	5.85 / 1.38	0.47	6.28	5.39 / 1.66	0.89	0.46 ***
41. Admissions staff are knowledgeable.	6.25	5.94 / 1.22	0.31	6.29	5.62 / 1.44	0.67	0.32 ***
42. The equipment in the lab facilities is kept up to date.	6.40	5.63 / 1.65	0.77	6.24	5.63 / 1.42	0.61	0.00
43. Class change (drop/add) policies are reasonable.	6.21	6.04 / 1.20	0.17	6.22	5.69 / 1.44	0.53	0.35 ***
44. I generally know what's happening on campus.	5.60	5.53 / 1.58	0.07	5.73	5.26 / 1.57	0.47	0.27 **
45. This institution has a good reputation within the community.	6.25	6.11 / 1.13	0.14	6.15	5.78 / 1.36	0.37	0.33 ***
46. Faculty provide timely feedback about student progress in a course.	6.33	5.76 / 1.33	0.57	6.31	5.48 / 1.50	0.83	0.28 ***

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Institutional Summary

Items: In Sequential Order

Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.25	5.83 / 1.29	0.42	6.18	5.45 / 1.50	0.73	0.38 ***
48. Counseling staff care about students as individuals.	6.23	5.89 / 1.25	0.34	6.19	5.50 / 1.52	0.69	0.39 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.14	5.88 / 1.18	0.26	6.13	5.46 / 1.48	0.67	0.42 ***
50. Tutoring services are readily available.	6.13	5.90 / 1.43	0.23	6.18	5.72 / 1.42	0.46	0.18 *
51. There are convenient ways of paying my school bill.	6.27	5.87 / 1.29	0.40	6.28	5.70 / 1.45	0.58	0.17 *
52. This school does whatever it can to help me reach my educational goals.	6.35	5.66 / 1.40	0.69	6.31	5.46 / 1.50	0.85	0.20 *
53. The assessment and course placement procedures are reasonable.	6.29	5.84 / 1.28	0.45	6.17	5.58 / 1.41	0.59	0.26 ***
54. Faculty are interested in my academic problems.	6.19	5.68 / 1.40	0.51	6.16	5.40 / 1.52	0.76	0.28 ***
55. Academic support services adequately meet the needs of students.	6.23	5.96 / 1.19	0.27	6.17	5.54 / 1.41	0.63	0.42 ***
56. The business office is open during hours which are convenient for most students.	6.13	5.82 / 1.35	0.31	6.15	5.61 / 1.41	0.54	0.21 **
57. Administrators are approachable to students.	6.09	5.85 / 1.28	0.24	6.17	5.55 / 1.47	0.62	0.30 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.54	6.08 / 1.13	0.46	6.41	5.83 / 1.32	0.58	0.25 ***
59. New student orientation services help students adjust to college.	5.93	5.72 / 1.43	0.21	5.99	5.48 / 1.52	0.51	0.24 **
60. Billing policies are reasonable.	6.25	5.78 / 1.29	0.47	6.20	5.57 / 1.45	0.63	0.21 **
61. Faculty are usually available after class and during office hours.	6.29	5.99 / 1.14	0.30	6.29	5.79 / 1.35	0.50	0.20 **

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Institutional Summary
Items: In Sequential Order

Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.09	5.86 / 1.40	0.23	6.13	5.78 / 1.42	0.35	0.08
63. I seldom get the "run-around" when seeking information on this campus.	6.16	5.49 / 1.56	0.67	6.13	5.29 / 1.65	0.84	0.20 *
64. Nearly all classes deal with practical experiences and applications.	6.36	5.99 / 1.17	0.37	6.19	5.58 / 1.39	0.61	0.41 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.23	5.50 / 1.57	0.73	6.24	5.18 / 1.73	1.06	0.32 **
66. Program requirements are clear and reasonable.	6.45	6.03 / 1.22	0.42	6.37	5.71 / 1.39	0.66	0.32 ***
67. Channels for expressing student complaints are readily available.	5.99	5.28 / 1.64	0.71	6.07	5.13 / 1.69	0.94	0.15
68. On the whole, the campus is well-maintained.	6.35	6.12 / 1.27	0.23	6.28	5.96 / 1.27	0.32	0.16 *
69. There is a good variety of courses provided on this campus.	6.30	6.11 / 1.13	0.19	6.37	5.83 / 1.36	0.54	0.28 ***
70. I am able to experience intellectual growth here.	6.47	6.20 / 1.03	0.27	6.43	5.92 / 1.30	0.51	0.28 ***
71. Campus item: There are a sufficient number of places on campus to sit and relax.	5.88	5.64 / 1.51	0.24				
72. Campus item: There are adequate signs around campus to help me get where I need to go.	6.10	5.89 / 1.27	0.21				
73. Campus item: I have the skills I need to use numbers and math concepts to solve problems in my chosen field.	6.26	5.96 / 1.23	0.30				
74. Campus item: The food in the cafeteria is reasonably priced.	5.89	3.59 / 1.98	2.30				
75. Campus item: Adequate tech support is available for students having trouble with their online accounts.	6.13	5.81 / 1.30	0.32				

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Institutional Summary Items: In Sequential Order

Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item: I can usually find what I am looking for on the LSC web site.	6.27	5.90 / 1.23	0.37				
77. Campus item: The tutors in the Learning Center are helpful and approachable.	6.31	6.09 / 1.16	0.22				
78. Campus item: Important materials (such as the syllabus, assignments, grades, etc.) for each of my courses are readily available online	6.43	6.20 / 1.15	0.23				
79. Campus item: I am satisfied with my housing arrangements this semester.	6.32	5.91 / 1.50	0.41				
80. Campus item: This school effectively communicates with students through social media such as Facebook, Twitter, and Instagram.	5.12	5.20 / 1.57	-0.08				
81. Institution's commitment to part-time students?		5.99 / 1.12			5.76 / 1.37		0.23 **
82. Institution's commitment to evening students?		5.72 / 1.34			5.64 / 1.45		0.08
83. Institution's commitment to older, returning learners?		5.97 / 1.20			5.73 / 1.43		0.24 **
84. Institution's commitment to under-represented populations?		5.82 / 1.27			5.63 / 1.41		0.19 *
85. Institution's commitment to commuters?		5.68 / 1.37			5.62 / 1.45		0.06
86. Institution's commitment to students with disabilities?		5.93 / 1.29			5.76 / 1.40		0.17
87. Cost as factor in decision to enroll.	6.14			6.36			
88. Financial aid as factor in decision to enroll.	5.91			6.11			
89. Academic reputation as factor in decision to enroll.	5.88			5.96			
90. Size of institution as factor in decision to enroll.	5.27			5.23			

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Institutional Summary
Items: In Sequential Order

Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
91. Opportunity to play sports as factor in decision to enroll.	3.63			3.68			
92. Recommendations from family/friends as factor in decision to enroll.	4.79			5.05			
93. Geographic setting as factor in decision to enroll.	5.56			5.60			
94. Campus appearance as factor in decision to enroll.	5.16			5.31			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.35			5.50			

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Institutional Summary

Summary Items

Summary Item	Lake Superior College - SSI	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.92 0% 1% 6% 34% 25% 17% 13%	Average: 4.92 1% 1% 6% 33% 25% 13% 18%	0.00
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: 5.64 0% 2% 4% 10% 10% 49% 22%	Average: 5.55 1% 2% 5% 11% 15% 40% 24%	0.09
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: 5.84 0% 4% 3% 6% 11% 32% 40%	Average: 5.78 2% 3% 3% 8% 10% 30% 41%	0.06