

## Demographics

<b>Gender</b>		<b>N</b>	<b>%</b>	<b>Class Level</b>		<b>N</b>	<b>%</b>
Female		118	52.21%	1 year or less		50	21.65%
Male		108	47.79%	2 years		124	53.68%
Total		226	100.00%	3 years		30	12.99%
No Response		12		4 or more years		27	11.69%
				Total		231	100.00%
				No Response		7	

  

<b>Age</b>		<b>N</b>	<b>%</b>	<b>Current GPA</b>		<b>N</b>	<b>%</b>
18 and under		10	4.42%	No credits earned		8	3.43%
19 to 24		110	48.67%	1.99 or below		2	0.86%
25 to 34		69	30.53%	2.0 - 2.49		6	2.58%
35 to 44		28	12.39%	2.5 - 2.99		20	8.58%
45 and over		9	3.98%	3.0 - 3.49		74	31.76%
Total		226	100.00%	3.5 or above		123	52.79%
No Response		12		Total		233	100.00%
				No Response		5	

  

<b>Ethnicity/Race</b>		<b>N</b>	<b>%</b>	<b>Educational Goal</b>		<b>N</b>	<b>%</b>
African-American		7	2.98%	Associate degree		141	61.04%
American Indian or Alaskan Native		7	2.98%	Vocational/technical program		45	19.48%
Asian or Pacific Islander		5	2.13%	Transfer to another institution		12	5.19%
Caucasian/White		193	82.13%	Certification (initial / renewal)		14	6.06%
Hispanic		7	2.98%	Self-improvement/pleasure		0	0.00%
Other race		5	2.13%	Job-related training		9	3.90%
Race - Prefer not to respond		11	4.68%	Other educational goal		10	4.33%
Total		235	100.00%	Total		231	100.00%
No Response		3		No Response		7	

  

<b>Current Enrollment Status</b>		<b>N</b>	<b>%</b>	<b>Employment</b>		<b>N</b>	<b>%</b>
Day		204	89.08%	Full-time off campus		51	21.89%
Evening		23	10.04%	Part-time off campus		130	55.79%
Weekend		2	0.87%	Full-time on campus		2	0.86%
Total		229	100.00%	Part-time on campus		13	5.58%
No Response		9		Not employed		37	15.88%
				Total		233	100.00%
				No Response		5	

  

<b>Current Class Load</b>		<b>N</b>	<b>%</b>
Full-time		187	82.02%
Part-time		41	17.98%
Total		228	100.00%
No Response		10	

## Demographics

<b>Current Residence</b>			<b>Length of time it takes me, on a typical school day, to travel to campus (one way)</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Residence hall	2	0.86%	0-15 minutes	92	40.00%
Own house	68	29.31%	16-30 minutes	79	34.35%
Rent room or apt off campus	100	43.10%	31-45 minutes	20	8.70%
Parent's home	45	19.40%	46-60 minutes	18	7.83%
Other residence	17	7.33%	More than 60 minutes	21	9.13%
Total	232	100.00%	Campus item - Answer 6	0	0.00%
No Response	6		Total	230	100.00%
<b>Residence Classification</b>			<b>Institution Question 2</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
In-state	195	84.78%	Campus item 2 - Answer 1	0	0%
Out-of-state	34	14.78%	Campus item 2 - Answer 2	0	0%
International (not U.S. citizen)	1	0.43%	Campus item 2 - Answer 3	0	0%
Total	230	100.00%	Campus item 2 - Answer 4	0	0%
No Response	8		Campus item 2 - Answer 5	0	0%
<b>Disabilities</b>			<b>Group Code</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Yes - Disability	25	11.11%	Campus item 2 - Answer 6	0	0%
No - Disability	200	88.89%	Total	0	100.00%
Total	225	100.00%	No Response	238	
No Response	13		<b>Institution Was My</b>		
				<b>N</b>	<b>%</b>
			1111: 1111	39	17.49%
			1133: 1133	13	5.83%
			2222: 2222	17	7.62%
			2244: 2244	69	30.94%
			3333: 3333	17	7.62%
			3355: 3355	18	8.07%
			4466: 4466	16	7.17%
			8800: 8800	19	8.52%
			9911: 9911	15	6.73%
			Total	223	100.00%
			No Response	15	

## Strategic Planning Overview

### Strengths and Challenges

#### Strengths

- 32. My academic advisor is knowledgeable about my program requirements.
- 31. The campus is safe and secure for all students.
- 66. Program requirements are clear and reasonable.
- 15. I am able to register for classes I need with few conflicts.
- 6. My academic advisor is approachable.
- 78. Campus item: Important materials (such as the syllabus, assignments, grades, etc.) for each of my courses are readily available online
- 70. I am able to experience intellectual growth here.
- 5. The personnel involved in registration are helpful.
- 77. Campus item: The tutors in the Learning Center are helpful and approachable.
- 61. Faculty are usually available after class and during office hours.
- 28. It is an enjoyable experience to be a student on this campus.
- 36. Students are made to feel welcome on this campus.
- 68. On the whole, the campus is well-maintained.
- 45. This institution has a good reputation within the community.
- 27. The campus staff are caring and helpful.
- 64. Nearly all classes deal with practical experiences and applications.
- 48. Counseling staff care about students as individuals.
- 69. There is a good variety of courses provided on this campus.

#### 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.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 7. Adequate financial aid is available for most students.
- 52. This school does whatever it can to help me reach my educational goals.
- 11. Security staff respond quickly in emergencies.
- 25. My academic advisor is concerned about my success as an individual.
- 39. The amount of student parking space on campus is adequate.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 20. Financial aid counselors are helpful.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 8. Classes are scheduled at times that are convenient for me.

## **Strategic Planning Overview**

### **Benchmarks**

#### **Higher Satisfaction vs. National Community Colleges**

- 32. My academic advisor is knowledgeable about my program requirements.
- 31. The campus is safe and secure for all students.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 66. Program requirements are clear and reasonable.
- 15. I am able to register for classes I need with few conflicts.
- 6. My academic advisor is approachable.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 70. I am able to experience intellectual growth here.
- 9. Internships or practical experiences are provided in my degree/certificate program.
- 46. Faculty provide timely feedback about student progress in a course.
- 5. The personnel involved in registration are helpful.
- 52. This school does whatever it can to help me reach my educational goals.
- 61. Faculty are usually available after class and during office hours.
- 41. Admissions staff are knowledgeable.
- 28. It is an enjoyable experience to be a student on this campus.
- 36. Students are made to feel welcome on this campus.
- 68. On the whole, the campus is well-maintained.
- 25. My academic advisor is concerned about my success as an individual.
- 23. Faculty are understanding of students' unique life circumstances.
- 45. This institution has a good reputation within the community.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 20. Financial aid counselors are helpful.
- 27. The campus staff are caring and helpful.
- 42. The equipment in the lab facilities is kept up to date.
- 51. There are convenient ways of paying my school bill.
- 64. Nearly all classes deal with practical experiences and applications.
- 22. People on this campus respect and are supportive of each other.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.

#### **Higher Importance vs. National Community Colleges**

- 3. The quality of instruction in the vocational/technical programs is excellent.
- 9. Internships or practical experiences are provided in my degree/certificate program.

**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	6.00 / 0.84	0.36	6.31	5.65 / 1.11	0.66	0.35 ***
Academic Advising/Counseling	6.34	6.03 / 1.03	0.31	6.28	5.53 / 1.35	0.75	0.50 ***
Concern for the Individual	6.31	5.94 / 1.02	0.37	6.23	5.52 / 1.25	0.71	0.42 ***
Admissions and Financial Aid	6.30	5.85 / 0.99	0.45	6.21	5.48 / 1.26	0.73	0.37 ***
Registration Effectiveness	6.26	5.96 / 0.85	0.30	6.28	5.68 / 1.06	0.60	0.28 ***
Safety and Security	6.25	5.64 / 1.10	0.61	6.21	5.49 / 1.19	0.72	0.15
Student Centeredness	6.23	6.05 / 0.96	0.18	6.16	5.65 / 1.17	0.51	0.40 ***
Campus Climate	6.21	5.97 / 0.95	0.24	6.15	5.60 / 1.11	0.55	0.37 ***
Academic Services	6.17	5.96 / 0.87	0.21	6.21	5.80 / 1.05	0.41	0.16 *
Service Excellence	6.14	5.92 / 0.95	0.22	6.12	5.59 / 1.11	0.53	0.33 ***
Campus Support Services	6.00	5.80 / 1.04	0.20	5.78	5.33 / 1.27	0.45	0.47 ***
Responsiveness to Diverse Populations		5.88 / 1.14			5.74 / 1.27		0.14

\* 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 142906 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	
32. My academic advisor is knowledgeable about my program requirements.	6.56	6.31 / 1.12	0.25	6.41	5.65 / 1.61	0.76	0.66 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.55	5.69 / 1.26	0.86	6.48	5.68 / 1.37	0.80	0.01
31. The campus is safe and secure for all students.	6.55	6.23 / 1.07	0.32	6.44	5.90 / 1.27	0.54	0.33 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.53	5.71 / 1.21	0.82	6.21	5.58 / 1.35	0.63	0.13
58. Nearly all of the faculty are knowledgeable in their fields.	6.52	6.09 / 1.12	0.43	6.43	5.89 / 1.30	0.54	0.20 *
66. Program requirements are clear and reasonable.	6.50	6.20 / 1.06	0.30	6.38	5.77 / 1.38	0.61	0.43 ***
6. My academic advisor is approachable.	6.47	6.21 / 1.18	0.26	6.34	5.70 / 1.58	0.64	0.51 ***
15. I am able to register for classes I need with few conflicts.	6.47	6.13 / 1.23	0.34	6.42	5.66 / 1.48	0.76	0.47 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.99 / 1.23	0.46	6.36	5.65 / 1.48	0.71	0.34 ***
78. Campus item: Important materials (such as the syllabus, assignments, grades, etc.) for each of my courses are readily available online	6.45	6.37 / 1.02	0.08				
70. I am able to experience intellectual growth here.	6.44	6.26 / 0.95	0.18	6.44	5.98 / 1.27	0.46	0.28 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.42	6.06 / 1.22	0.36	6.06	5.24 / 1.63	0.82	0.82 ***
7. Adequate financial aid is available for most students.	6.41	5.59 / 1.52	0.82	6.30	5.43 / 1.65	0.87	0.16
46. Faculty provide timely feedback about student progress in a course.	6.41	5.99 / 1.18	0.42	6.32	5.53 / 1.49	0.79	0.46 ***

\* 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 142906 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	
5. The personnel involved in registration are helpful.	6.38	6.14 / 1.06	0.24	6.28	5.61 / 1.52	0.67	0.53 ***
77. Campus item: The tutors in the Learning Center are helpful and approachable.	6.38	6.19 / 1.07	0.19				
52. This school does whatever it can to help me reach my educational goals.	6.37	5.90 / 1.23	0.47	6.32	5.53 / 1.49	0.79	0.37 ***
61. Faculty are usually available after class and during office hours.	6.36	6.16 / 1.01	0.20	6.30	5.84 / 1.33	0.46	0.32 ***
73. Campus item: I have the skills I need to use numbers and math concepts to solve problems in my chosen field.	6.36	6.07 / 1.20	0.29				
41. Admissions staff are knowledgeable.	6.35	6.05 / 1.16	0.30	6.31	5.70 / 1.41	0.61	0.35 ***
28. It is an enjoyable experience to be a student on this campus.	6.34	6.21 / 1.07	0.13	6.25	5.73 / 1.42	0.52	0.48 ***
36. Students are made to feel welcome on this campus.	6.34	6.27 / 1.01	0.07	6.30	5.87 / 1.32	0.43	0.40 ***
68. On the whole, the campus is well-maintained.	6.34	6.26 / 1.01	0.08	6.31	6.03 / 1.24	0.28	0.23 **
79. Campus item: I am satisfied with my housing arrangements this semester.	6.34	5.95 / 1.61	0.39				
11. Security staff respond quickly in emergencies.	6.33	5.69 / 1.41	0.64	6.20	5.45 / 1.46	0.75	0.24
25. My academic advisor is concerned about my success as an individual.	6.33	5.87 / 1.37	0.46	6.24	5.39 / 1.70	0.85	0.48 ***
39. The amount of student parking space on campus is adequate.	6.33	5.06 / 1.70	1.27	6.24	5.07 / 1.88	1.17	-0.01
23. Faculty are understanding of students' unique life circumstances.	6.32	5.94 / 1.31	0.38	6.27	5.50 / 1.53	0.77	0.44 ***
45. This institution has a good reputation within the community.	6.32	6.32 / 0.96	0.00	6.18	5.86 / 1.33	0.32	0.46 ***

\* 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 142906 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	
87. Cost as factor in decision to enroll.	6.32			6.35			
65. Students are notified early in the term if they are doing poorly in a class.	6.31	5.83 / 1.30	0.48	6.24	5.22 / 1.72	1.02	0.61 ***
20. Financial aid counselors are helpful.	6.30	5.79 / 1.38	0.51	6.23	5.37 / 1.66	0.86	0.42 ***
27. The campus staff are caring and helpful.	6.30	6.16 / 1.05	0.14	6.23	5.78 / 1.30	0.45	0.38 ***
42. The equipment in the lab facilities is kept up to date.	6.30	5.96 / 1.15	0.34	6.26	5.69 / 1.40	0.57	0.27 **
51. There are convenient ways of paying my school bill.	6.30	5.97 / 1.31	0.33	6.30	5.75 / 1.44	0.55	0.22 *
64. Nearly all classes deal with practical experiences and applications.	6.30	6.13 / 0.99	0.17	6.21	5.63 / 1.38	0.58	0.50 ***
22. People on this campus respect and are supportive of each other.	6.29	6.05 / 1.16	0.24	6.16	5.66 / 1.36	0.50	0.39 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.29	6.04 / 1.16	0.25	6.29	5.66 / 1.42	0.63	0.38 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.28	5.75 / 1.41	0.53	6.21	5.27 / 1.67	0.94	0.48 ***
2. Faculty care about me as an individual.	6.27	5.91 / 1.25	0.36	6.12	5.59 / 1.41	0.53	0.32 ***
8. Classes are scheduled at times that are convenient for me.	6.27	5.73 / 1.37	0.54	6.44	5.62 / 1.48	0.82	0.11
48. Counseling staff care about students as individuals.	6.27	6.21 / 1.01	0.06	6.22	5.59 / 1.49	0.63	0.62 ***
69. There is a good variety of courses provided on this campus.	6.27	6.29 / 0.89	-0.02	6.39	5.87 / 1.35	0.52	0.42 ***
30. The career services office provides students with the help they need to get a job.	6.26	5.93 / 1.17	0.33	6.10	5.40 / 1.49	0.70	0.53 ***

\* 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 142906 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	
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.26	6.02 / 1.18	0.24	6.04	5.52 / 1.45	0.52	0.50 ***
47. There are adequate services to help me decide upon a career.	6.26	6.11 / 1.10	0.15	6.19	5.51 / 1.49	0.68	0.60 ***
50. Tutoring services are readily available.	6.26	6.04 / 1.35	0.22	6.21	5.79 / 1.40	0.42	0.25 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.25	5.97 / 1.20	0.28	6.29	5.46 / 1.64	0.83	0.51 ***
60. Billing policies are reasonable.	6.24	5.85 / 1.20	0.39	6.22	5.63 / 1.44	0.59	0.22 *
76. Campus item: I can usually find what I am looking for on the LSC web site.	6.23	5.89 / 1.25	0.34				
53. The assessment and course placement procedures are reasonable.	6.22	6.00 / 1.20	0.22	6.19	5.64 / 1.39	0.55	0.36 ***
75. Campus item: Adequate tech support is available for students having trouble with their online accounts.	6.22	5.78 / 1.28	0.44				
16. The college shows concern for students as individuals.	6.21	5.75 / 1.26	0.46	6.20	5.40 / 1.55	0.80	0.35 ***
54. Faculty are interested in my academic problems.	6.21	5.73 / 1.29	0.48	6.16	5.46 / 1.51	0.70	0.27 **
55. Academic support services adequately meet the needs of students.	6.21	5.96 / 1.12	0.25	6.20	5.61 / 1.40	0.59	0.35 ***
37. Faculty take into consideration student differences as they teach a course.	6.19	5.73 / 1.33	0.46	6.19	5.45 / 1.50	0.74	0.28 **
43. Class change (drop/add) policies are reasonable.	6.19	6.10 / 1.11	0.09	6.23	5.74 / 1.42	0.49	0.36 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.19	5.77 / 1.40	0.42	6.13	5.36 / 1.63	0.77	0.41 ***

\* 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 142906 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	
21. There are a sufficient number of study areas on campus.	6.17	5.88 / 1.36	0.29	6.18	5.80 / 1.41	0.38	0.08
49. Admissions counselors respond to prospective students' unique needs and requests.	6.17	5.94 / 1.10	0.23	6.16	5.54 / 1.46	0.62	0.40 ***
57. Administrators are approachable to students.	6.17	5.91 / 1.27	0.26	6.18	5.62 / 1.45	0.56	0.29 **
72. Campus item: There are adequate signs around campus to help me get where I need to go.	6.17	6.02 / 1.07	0.15				
24. Parking lots are well-lighted and secure.	6.16	5.60 / 1.49	0.56	6.22	5.52 / 1.55	0.70	0.08
34. Computer labs are adequate and accessible.	6.15	5.94 / 1.28	0.21	6.28	5.91 / 1.33	0.37	0.03
56. The business office is open during hours which are convenient for most students.	6.12	5.81 / 1.34	0.31	6.16	5.66 / 1.40	0.50	0.15
12. My academic advisor helps me set goals to work toward.	6.11	5.78 / 1.45	0.33	6.15	5.35 / 1.73	0.80	0.43 ***
14. Library resources and services are adequate.	6.11	5.93 / 1.29	0.18	6.24	5.91 / 1.29	0.33	0.02
67. Channels for expressing student complaints are readily available.	6.11	5.56 / 1.53	0.55	6.08	5.20 / 1.69	0.88	0.36 **
71. Campus item: There are a sufficient number of places on campus to sit and relax.	6.11	5.77 / 1.50	0.34				
88. Financial aid as factor in decision to enroll.	6.07			6.10			
62. Bookstore staff are helpful.	6.06	5.85 / 1.43	0.21	6.15	5.82 / 1.41	0.33	0.03
89. Academic reputation as factor in decision to enroll.	6.06			5.97			
17. Personnel in the Veterans' Services program are helpful.	6.05	5.78 / 1.37	0.27	5.46	5.14 / 1.51	0.32	0.64 ***

\* 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 142906 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	
1. Most students feel a sense of belonging here.	6.03	5.97 / 1.07	0.06	5.78	5.52 / 1.37	0.26	0.45 ***
26. Library staff are helpful and approachable.	6.01	6.07 / 1.23	-0.06	6.11	5.87 / 1.32	0.24	0.20 *
19. This campus provides effective support services for displaced homemakers.	5.99	5.64 / 1.22	0.35	5.57	5.15 / 1.49	0.42	0.49 **
38. The student center is a comfortable place for students to spend their leisure time.	5.94	5.82 / 1.30	0.12	5.93	5.65 / 1.41	0.28	0.17
59. New student orientation services help students adjust to college.	5.94	5.70 / 1.44	0.24	6.03	5.54 / 1.51	0.49	0.16
4. Security staff are helpful.	5.89	5.64 / 1.48	0.25	5.93	5.48 / 1.51	0.45	0.16
93. Geographic setting as factor in decision to enroll.	5.78			5.61			
74. Campus item: The food in the cafeteria is reasonably priced.	5.74	3.68 / 1.93	2.06				
44. I generally know what's happening on campus.	5.70	5.77 / 1.35	-0.07	5.75	5.30 / 1.57	0.45	0.47 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.69			5.51			
94. Campus appearance as factor in decision to enroll.	5.50			5.32			
10. Child care facilities are available on campus.	5.48	5.37 / 1.77	0.11	4.81	4.53 / 1.87	0.28	0.84 ***
90. Size of institution as factor in decision to enroll.	5.46			5.25			
80. Campus item: This school effectively communicates with students through social media such as Facebook, Twitter, and Instagram.	5.44	5.33 / 1.74	0.11				
92. Recommendations from family/friends as factor in decision to enroll.	5.16			5.08			

\* 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 142906 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	
91. Opportunity to play sports as factor in decision to enroll.	3.78			3.75			
81. Institution's commitment to part-time students?		5.91 / 1.21			5.81 / 1.35		0.10
82. Institution's commitment to evening students?		5.75 / 1.38			5.67 / 1.44		0.08
83. Institution's commitment to older, returning learners?		6.03 / 1.19			5.78 / 1.41		0.25 *
84. Institution's commitment to under-represented populations?		5.97 / 1.08			5.69 / 1.40		0.28 *
85. Institution's commitment to commuters?		5.56 / 1.63			5.66 / 1.44		-0.10
86. Institution's commitment to students with disabilities?		6.13 / 1.09			5.82 / 1.38		0.31 **

\* 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 142906 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	
<b>ACADEMIC ADVISING/COUNSELING</b>	6.34	6.03 / 1.03	0.31	6.28	5.53 / 1.35	0.75	0.50 ***
6. My academic advisor is approachable.	6.47	6.21 / 1.18	0.26	6.34	5.70 / 1.58	0.64	0.51 ***
12. My academic advisor helps me set goals to work toward.	6.11	5.78 / 1.45	0.33	6.15	5.35 / 1.73	0.80	0.43 ***
25. My academic advisor is concerned about my success as an individual.	6.33	5.87 / 1.37	0.46	6.24	5.39 / 1.70	0.85	0.48 ***
32. My academic advisor is knowledgeable about my program requirements.	6.56	6.31 / 1.12	0.25	6.41	5.65 / 1.61	0.76	0.66 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.25	5.97 / 1.20	0.28	6.29	5.46 / 1.64	0.83	0.51 ***
48. Counseling staff care about students as individuals.	6.27	6.21 / 1.01	0.06	6.22	5.59 / 1.49	0.63	0.62 ***
52. This school does whatever it can to help me reach my educational goals.	6.37	5.90 / 1.23	0.47	6.32	5.53 / 1.49	0.79	0.37 ***

\* 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 142906 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	
<b>ACADEMIC SERVICES</b>	6.17	5.96 / 0.87	0.21	6.21	5.80 / 1.05	0.41	0.16 *
14. Library resources and services are adequate.	6.11	5.93 / 1.29	0.18	6.24	5.91 / 1.29	0.33	0.02
21. There are a sufficient number of study areas on campus.	6.17	5.88 / 1.36	0.29	6.18	5.80 / 1.41	0.38	0.08
26. Library staff are helpful and approachable.	6.01	6.07 / 1.23	-0.06	6.11	5.87 / 1.32	0.24	0.20 *
34. Computer labs are adequate and accessible.	6.15	5.94 / 1.28	0.21	6.28	5.91 / 1.33	0.37	0.03
42. The equipment in the lab facilities is kept up to date.	6.30	5.96 / 1.15	0.34	6.26	5.69 / 1.40	0.57	0.27 **
50. Tutoring services are readily available.	6.26	6.04 / 1.35	0.22	6.21	5.79 / 1.40	0.42	0.25 *
55. Academic support services adequately meet the needs of students.	6.21	5.96 / 1.12	0.25	6.20	5.61 / 1.40	0.59	0.35 ***

\* 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 142906 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	
<b>ADMISSIONS AND FINANCIAL AID</b>	6.30	5.85 / 0.99	0.45	6.21	5.48 / 1.26	0.73	0.37 ***
7. Adequate financial aid is available for most students.	6.41	5.59 / 1.52	0.82	6.30	5.43 / 1.65	0.87	0.16
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.28	5.75 / 1.41	0.53	6.21	5.27 / 1.67	0.94	0.48 ***
20. Financial aid counselors are helpful.	6.30	5.79 / 1.38	0.51	6.23	5.37 / 1.66	0.86	0.42 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.26	6.02 / 1.18	0.24	6.04	5.52 / 1.45	0.52	0.50 ***
41. Admissions staff are knowledgeable.	6.35	6.05 / 1.16	0.30	6.31	5.70 / 1.41	0.61	0.35 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.17	5.94 / 1.10	0.23	6.16	5.54 / 1.46	0.62	0.40 ***

\* 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 142906 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	
<b>CAMPUS CLIMATE</b>	6.21	5.97 / 0.95	0.24	6.15	5.60 / 1.11	0.55	0.37 ***
1. Most students feel a sense of belonging here.	6.03	5.97 / 1.07	0.06	5.78	5.52 / 1.37	0.26	0.45 ***
2. Faculty care about me as an individual.	6.27	5.91 / 1.25	0.36	6.12	5.59 / 1.41	0.53	0.32 ***
16. The college shows concern for students as individuals.	6.21	5.75 / 1.26	0.46	6.20	5.40 / 1.55	0.80	0.35 ***
22. People on this campus respect and are supportive of each other.	6.29	6.05 / 1.16	0.24	6.16	5.66 / 1.36	0.50	0.39 ***
27. The campus staff are caring and helpful.	6.30	6.16 / 1.05	0.14	6.23	5.78 / 1.30	0.45	0.38 ***
28. It is an enjoyable experience to be a student on this campus.	6.34	6.21 / 1.07	0.13	6.25	5.73 / 1.42	0.52	0.48 ***
31. The campus is safe and secure for all students.	6.55	6.23 / 1.07	0.32	6.44	5.90 / 1.27	0.54	0.33 ***
36. Students are made to feel welcome on this campus.	6.34	6.27 / 1.01	0.07	6.30	5.87 / 1.32	0.43	0.40 ***
44. I generally know what's happening on campus.	5.70	5.77 / 1.35	-0.07	5.75	5.30 / 1.57	0.45	0.47 ***
45. This institution has a good reputation within the community.	6.32	6.32 / 0.96	0.00	6.18	5.86 / 1.33	0.32	0.46 ***
52. This school does whatever it can to help me reach my educational goals.	6.37	5.90 / 1.23	0.47	6.32	5.53 / 1.49	0.79	0.37 ***
57. Administrators are approachable to students.	6.17	5.91 / 1.27	0.26	6.18	5.62 / 1.45	0.56	0.29 **
59. New student orientation services help students adjust to college.	5.94	5.70 / 1.44	0.24	6.03	5.54 / 1.51	0.49	0.16
63. I seldom get the "run-around" when seeking information on this campus.	6.19	5.77 / 1.40	0.42	6.13	5.36 / 1.63	0.77	0.41 ***
67. Channels for expressing student complaints are readily available.	6.11	5.56 / 1.53	0.55	6.08	5.20 / 1.69	0.88	0.36 **

\* 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 142906 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	
<b>CAMPUS SUPPORT SERVICES</b>	6.00	5.80 / 1.04	0.20	5.78	5.33 / 1.27	0.45	0.47 ***
10. Child care facilities are available on campus.	5.48	5.37 / 1.77	0.11	4.81	4.53 / 1.87	0.28	0.84 ***
17. Personnel in the Veterans' Services program are helpful.	6.05	5.78 / 1.37	0.27	5.46	5.14 / 1.51	0.32	0.64 ***
19. This campus provides effective support services for displaced homemakers.	5.99	5.64 / 1.22	0.35	5.57	5.15 / 1.49	0.42	0.49 **
30. The career services office provides students with the help they need to get a job.	6.26	5.93 / 1.17	0.33	6.10	5.40 / 1.49	0.70	0.53 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.94	5.82 / 1.30	0.12	5.93	5.65 / 1.41	0.28	0.17
47. There are adequate services to help me decide upon a career.	6.26	6.11 / 1.10	0.15	6.19	5.51 / 1.49	0.68	0.60 ***
59. New student orientation services help students adjust to college.	5.94	5.70 / 1.44	0.24	6.03	5.54 / 1.51	0.49	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 142906 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	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.31	5.94 / 1.02	0.37	6.23	5.52 / 1.25	0.71	0.42 ***
2. Faculty care about me as an individual.	6.27	5.91 / 1.25	0.36	6.12	5.59 / 1.41	0.53	0.32 ***
16. The college shows concern for students as individuals.	6.21	5.75 / 1.26	0.46	6.20	5.40 / 1.55	0.80	0.35 ***
25. My academic advisor is concerned about my success as an individual.	6.33	5.87 / 1.37	0.46	6.24	5.39 / 1.70	0.85	0.48 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.99 / 1.23	0.46	6.36	5.65 / 1.48	0.71	0.34 ***
48. Counseling staff care about students as individuals.	6.27	6.21 / 1.01	0.06	6.22	5.59 / 1.49	0.63	0.62 ***

\* 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 142906 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	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.36	6.00 / 0.84	0.36	6.31	5.65 / 1.11	0.66	0.35 ***
2. Faculty care about me as an individual.	6.27	5.91 / 1.25	0.36	6.12	5.59 / 1.41	0.53	0.32 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.55	5.69 / 1.26	0.86	6.48	5.68 / 1.37	0.80	0.01
23. Faculty are understanding of students' unique life circumstances.	6.32	5.94 / 1.31	0.38	6.27	5.50 / 1.53	0.77	0.44 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.99 / 1.23	0.46	6.36	5.65 / 1.48	0.71	0.34 ***
37. Faculty take into consideration student differences as they teach a course.	6.19	5.73 / 1.33	0.46	6.19	5.45 / 1.50	0.74	0.28 **
46. Faculty provide timely feedback about student progress in a course.	6.41	5.99 / 1.18	0.42	6.32	5.53 / 1.49	0.79	0.46 ***
54. Faculty are interested in my academic problems.	6.21	5.73 / 1.29	0.48	6.16	5.46 / 1.51	0.70	0.27 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.52	6.09 / 1.12	0.43	6.43	5.89 / 1.30	0.54	0.20 *
61. Faculty are usually available after class and during office hours.	6.36	6.16 / 1.01	0.20	6.30	5.84 / 1.33	0.46	0.32 ***
64. Nearly all classes deal with practical experiences and applications.	6.30	6.13 / 0.99	0.17	6.21	5.63 / 1.38	0.58	0.50 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.31	5.83 / 1.30	0.48	6.24	5.22 / 1.72	1.02	0.61 ***
66. Program requirements are clear and reasonable.	6.50	6.20 / 1.06	0.30	6.38	5.77 / 1.38	0.61	0.43 ***

\* 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 142906 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.	6.27	6.29 / 0.89	-0.02	6.39	5.87 / 1.35	0.52	0.42 ***
70. I am able to experience intellectual growth here.	6.44	6.26 / 0.95	0.18	6.44	5.98 / 1.27	0.46	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 142906 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	
<b>REGISTRATION EFFECTIVENESS</b>	6.26	5.96 / 0.85	0.30	6.28	5.68 / 1.06	0.60	0.28 ***
5. The personnel involved in registration are helpful.	6.38	6.14 / 1.06	0.24	6.28	5.61 / 1.52	0.67	0.53 ***
8. Classes are scheduled at times that are convenient for me.	6.27	5.73 / 1.37	0.54	6.44	5.62 / 1.48	0.82	0.11
15. I am able to register for classes I need with few conflicts.	6.47	6.13 / 1.23	0.34	6.42	5.66 / 1.48	0.76	0.47 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.29	6.04 / 1.16	0.25	6.29	5.66 / 1.42	0.63	0.38 ***
43. Class change (drop/add) policies are reasonable.	6.19	6.10 / 1.11	0.09	6.23	5.74 / 1.42	0.49	0.36 ***
51. There are convenient ways of paying my school bill.	6.30	5.97 / 1.31	0.33	6.30	5.75 / 1.44	0.55	0.22 *
56. The business office is open during hours which are convenient for most students.	6.12	5.81 / 1.34	0.31	6.16	5.66 / 1.40	0.50	0.15
60. Billing policies are reasonable.	6.24	5.85 / 1.20	0.39	6.22	5.63 / 1.44	0.59	0.22 *
62. Bookstore staff are helpful.	6.06	5.85 / 1.43	0.21	6.15	5.82 / 1.41	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

National Group Means are based on 142906 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	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.88 / 1.14			5.74 / 1.27		0.14
81. Institution's commitment to part-time students?		5.91 / 1.21			5.81 / 1.35		0.10
82. Institution's commitment to evening students?		5.75 / 1.38			5.67 / 1.44		0.08
83. Institution's commitment to older, returning learners?		6.03 / 1.19			5.78 / 1.41		0.25 *
84. Institution's commitment to under-represented populations?		5.97 / 1.08			5.69 / 1.40		0.28 *
85. Institution's commitment to commuters?		5.56 / 1.63			5.66 / 1.44		-0.10
86. Institution's commitment to students with disabilities?		6.13 / 1.09			5.82 / 1.38		0.31 **

\* 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 142906 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	
<b>SAFETY AND SECURITY</b>	6.25	5.64 / 1.10	0.61	6.21	5.49 / 1.19	0.72	0.15
4. Security staff are helpful.	5.89	5.64 / 1.48	0.25	5.93	5.48 / 1.51	0.45	0.16
11. Security staff respond quickly in emergencies.	6.33	5.69 / 1.41	0.64	6.20	5.45 / 1.46	0.75	0.24
24. Parking lots are well-lighted and secure.	6.16	5.60 / 1.49	0.56	6.22	5.52 / 1.55	0.70	0.08
31. The campus is safe and secure for all students.	6.55	6.23 / 1.07	0.32	6.44	5.90 / 1.27	0.54	0.33 ***
39. The amount of student parking space on campus is adequate.	6.33	5.06 / 1.70	1.27	6.24	5.07 / 1.88	1.17	-0.01

\* 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 142906 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	
<b>SERVICE EXCELLENCE</b>	6.14	5.92 / 0.95	0.22	6.12	5.59 / 1.11	0.53	0.33 ***
5. The personnel involved in registration are helpful.	6.38	6.14 / 1.06	0.24	6.28	5.61 / 1.52	0.67	0.53 ***
22. People on this campus respect and are supportive of each other.	6.29	6.05 / 1.16	0.24	6.16	5.66 / 1.36	0.50	0.39 ***
26. Library staff are helpful and approachable.	6.01	6.07 / 1.23	-0.06	6.11	5.87 / 1.32	0.24	0.20 *
27. The campus staff are caring and helpful.	6.30	6.16 / 1.05	0.14	6.23	5.78 / 1.30	0.45	0.38 ***
44. I generally know what's happening on campus.	5.70	5.77 / 1.35	-0.07	5.75	5.30 / 1.57	0.45	0.47 ***
57. Administrators are approachable to students.	6.17	5.91 / 1.27	0.26	6.18	5.62 / 1.45	0.56	0.29 **
62. Bookstore staff are helpful.	6.06	5.85 / 1.43	0.21	6.15	5.82 / 1.41	0.33	0.03
63. I seldom get the "run-around" when seeking information on this campus.	6.19	5.77 / 1.40	0.42	6.13	5.36 / 1.63	0.77	0.41 ***
67. Channels for expressing student complaints are readily available.	6.11	5.56 / 1.53	0.55	6.08	5.20 / 1.69	0.88	0.36 **

\* 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 142906 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	
<b>STUDENT CENTEREDNESS</b>	6.23	6.05 / 0.96	0.18	6.16	5.65 / 1.17	0.51	0.40 ***
1. Most students feel a sense of belonging here.	6.03	5.97 / 1.07	0.06	5.78	5.52 / 1.37	0.26	0.45 ***
16. The college shows concern for students as individuals.	6.21	5.75 / 1.26	0.46	6.20	5.40 / 1.55	0.80	0.35 ***
27. The campus staff are caring and helpful.	6.30	6.16 / 1.05	0.14	6.23	5.78 / 1.30	0.45	0.38 ***
28. It is an enjoyable experience to be a student on this campus.	6.34	6.21 / 1.07	0.13	6.25	5.73 / 1.42	0.52	0.48 ***
36. Students are made to feel welcome on this campus.	6.34	6.27 / 1.01	0.07	6.30	5.87 / 1.32	0.43	0.40 ***
57. Administrators are approachable to students.	6.17	5.91 / 1.27	0.26	6.18	5.62 / 1.45	0.56	0.29 **

\* 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 142906 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.	6.03	5.97 / 1.07	0.06	5.78	5.52 / 1.37	0.26	0.45 ***
2. Faculty care about me as an individual.	6.27	5.91 / 1.25	0.36	6.12	5.59 / 1.41	0.53	0.32 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.53	5.71 / 1.21	0.82	6.21	5.58 / 1.35	0.63	0.13
4. Security staff are helpful.	5.89	5.64 / 1.48	0.25	5.93	5.48 / 1.51	0.45	0.16
5. The personnel involved in registration are helpful.	6.38	6.14 / 1.06	0.24	6.28	5.61 / 1.52	0.67	0.53 ***
6. My academic advisor is approachable.	6.47	6.21 / 1.18	0.26	6.34	5.70 / 1.58	0.64	0.51 ***
7. Adequate financial aid is available for most students.	6.41	5.59 / 1.52	0.82	6.30	5.43 / 1.65	0.87	0.16
8. Classes are scheduled at times that are convenient for me.	6.27	5.73 / 1.37	0.54	6.44	5.62 / 1.48	0.82	0.11
9. Internships or practical experiences are provided in my degree/certificate program.	6.42	6.06 / 1.22	0.36	6.06	5.24 / 1.63	0.82	0.82 ***
10. Child care facilities are available on campus.	5.48	5.37 / 1.77	0.11	4.81	4.53 / 1.87	0.28	0.84 ***
11. Security staff respond quickly in emergencies.	6.33	5.69 / 1.41	0.64	6.20	5.45 / 1.46	0.75	0.24
12. My academic advisor helps me set goals to work toward.	6.11	5.78 / 1.45	0.33	6.15	5.35 / 1.73	0.80	0.43 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.28	5.75 / 1.41	0.53	6.21	5.27 / 1.67	0.94	0.48 ***
14. Library resources and services are adequate.	6.11	5.93 / 1.29	0.18	6.24	5.91 / 1.29	0.33	0.02
15. I am able to register for classes I need with few conflicts.	6.47	6.13 / 1.23	0.34	6.42	5.66 / 1.48	0.76	0.47 ***
16. The college shows concern for students as individuals.	6.21	5.75 / 1.26	0.46	6.20	5.40 / 1.55	0.80	0.35 ***

\* 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 142906 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.	6.05	5.78 / 1.37	0.27	5.46	5.14 / 1.51	0.32	0.64 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.55	5.69 / 1.26	0.86	6.48	5.68 / 1.37	0.80	0.01
19. This campus provides effective support services for displaced homemakers.	5.99	5.64 / 1.22	0.35	5.57	5.15 / 1.49	0.42	0.49 **
20. Financial aid counselors are helpful.	6.30	5.79 / 1.38	0.51	6.23	5.37 / 1.66	0.86	0.42 ***
21. There are a sufficient number of study areas on campus.	6.17	5.88 / 1.36	0.29	6.18	5.80 / 1.41	0.38	0.08
22. People on this campus respect and are supportive of each other.	6.29	6.05 / 1.16	0.24	6.16	5.66 / 1.36	0.50	0.39 ***
23. Faculty are understanding of students' unique life circumstances.	6.32	5.94 / 1.31	0.38	6.27	5.50 / 1.53	0.77	0.44 ***
24. Parking lots are well-lighted and secure.	6.16	5.60 / 1.49	0.56	6.22	5.52 / 1.55	0.70	0.08
25. My academic advisor is concerned about my success as an individual.	6.33	5.87 / 1.37	0.46	6.24	5.39 / 1.70	0.85	0.48 ***
26. Library staff are helpful and approachable.	6.01	6.07 / 1.23	-0.06	6.11	5.87 / 1.32	0.24	0.20 *
27. The campus staff are caring and helpful.	6.30	6.16 / 1.05	0.14	6.23	5.78 / 1.30	0.45	0.38 ***
28. It is an enjoyable experience to be a student on this campus.	6.34	6.21 / 1.07	0.13	6.25	5.73 / 1.42	0.52	0.48 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.99 / 1.23	0.46	6.36	5.65 / 1.48	0.71	0.34 ***
30. The career services office provides students with the help they need to get a job.	6.26	5.93 / 1.17	0.33	6.10	5.40 / 1.49	0.70	0.53 ***
31. The campus is safe and secure for all students.	6.55	6.23 / 1.07	0.32	6.44	5.90 / 1.27	0.54	0.33 ***

\* 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 142906 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.	6.56	6.31 / 1.12	0.25	6.41	5.65 / 1.61	0.76	0.66 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.26	6.02 / 1.18	0.24	6.04	5.52 / 1.45	0.52	0.50 ***
34. Computer labs are adequate and accessible.	6.15	5.94 / 1.28	0.21	6.28	5.91 / 1.33	0.37	0.03
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.29	6.04 / 1.16	0.25	6.29	5.66 / 1.42	0.63	0.38 ***
36. Students are made to feel welcome on this campus.	6.34	6.27 / 1.01	0.07	6.30	5.87 / 1.32	0.43	0.40 ***
37. Faculty take into consideration student differences as they teach a course.	6.19	5.73 / 1.33	0.46	6.19	5.45 / 1.50	0.74	0.28 **
38. The student center is a comfortable place for students to spend their leisure time.	5.94	5.82 / 1.30	0.12	5.93	5.65 / 1.41	0.28	0.17
39. The amount of student parking space on campus is adequate.	6.33	5.06 / 1.70	1.27	6.24	5.07 / 1.88	1.17	-0.01
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.25	5.97 / 1.20	0.28	6.29	5.46 / 1.64	0.83	0.51 ***
41. Admissions staff are knowledgeable.	6.35	6.05 / 1.16	0.30	6.31	5.70 / 1.41	0.61	0.35 ***
42. The equipment in the lab facilities is kept up to date.	6.30	5.96 / 1.15	0.34	6.26	5.69 / 1.40	0.57	0.27 **
43. Class change (drop/add) policies are reasonable.	6.19	6.10 / 1.11	0.09	6.23	5.74 / 1.42	0.49	0.36 ***
44. I generally know what's happening on campus.	5.70	5.77 / 1.35	-0.07	5.75	5.30 / 1.57	0.45	0.47 ***
45. This institution has a good reputation within the community.	6.32	6.32 / 0.96	0.00	6.18	5.86 / 1.33	0.32	0.46 ***
46. Faculty provide timely feedback about student progress in a course.	6.41	5.99 / 1.18	0.42	6.32	5.53 / 1.49	0.79	0.46 ***

\* 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 142906 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	
47. There are adequate services to help me decide upon a career.	6.26	6.11 / 1.10	0.15	6.19	5.51 / 1.49	0.68	0.60 ***
48. Counseling staff care about students as individuals.	6.27	6.21 / 1.01	0.06	6.22	5.59 / 1.49	0.63	0.62 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.17	5.94 / 1.10	0.23	6.16	5.54 / 1.46	0.62	0.40 ***
50. Tutoring services are readily available.	6.26	6.04 / 1.35	0.22	6.21	5.79 / 1.40	0.42	0.25 *
51. There are convenient ways of paying my school bill.	6.30	5.97 / 1.31	0.33	6.30	5.75 / 1.44	0.55	0.22 *
52. This school does whatever it can to help me reach my educational goals.	6.37	5.90 / 1.23	0.47	6.32	5.53 / 1.49	0.79	0.37 ***
53. The assessment and course placement procedures are reasonable.	6.22	6.00 / 1.20	0.22	6.19	5.64 / 1.39	0.55	0.36 ***
54. Faculty are interested in my academic problems.	6.21	5.73 / 1.29	0.48	6.16	5.46 / 1.51	0.70	0.27 **
55. Academic support services adequately meet the needs of students.	6.21	5.96 / 1.12	0.25	6.20	5.61 / 1.40	0.59	0.35 ***
56. The business office is open during hours which are convenient for most students.	6.12	5.81 / 1.34	0.31	6.16	5.66 / 1.40	0.50	0.15
57. Administrators are approachable to students.	6.17	5.91 / 1.27	0.26	6.18	5.62 / 1.45	0.56	0.29 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.52	6.09 / 1.12	0.43	6.43	5.89 / 1.30	0.54	0.20 *
59. New student orientation services help students adjust to college.	5.94	5.70 / 1.44	0.24	6.03	5.54 / 1.51	0.49	0.16
60. Billing policies are reasonable.	6.24	5.85 / 1.20	0.39	6.22	5.63 / 1.44	0.59	0.22 *
61. Faculty are usually available after class and during office hours.	6.36	6.16 / 1.01	0.20	6.30	5.84 / 1.33	0.46	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 142906 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	
62. Bookstore staff are helpful.	6.06	5.85 / 1.43	0.21	6.15	5.82 / 1.41	0.33	0.03
63. I seldom get the "run-around" when seeking information on this campus.	6.19	5.77 / 1.40	0.42	6.13	5.36 / 1.63	0.77	0.41 ***
64. Nearly all classes deal with practical experiences and applications.	6.30	6.13 / 0.99	0.17	6.21	5.63 / 1.38	0.58	0.50 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.31	5.83 / 1.30	0.48	6.24	5.22 / 1.72	1.02	0.61 ***
66. Program requirements are clear and reasonable.	6.50	6.20 / 1.06	0.30	6.38	5.77 / 1.38	0.61	0.43 ***
67. Channels for expressing student complaints are readily available.	6.11	5.56 / 1.53	0.55	6.08	5.20 / 1.69	0.88	0.36 **
68. On the whole, the campus is well-maintained.	6.34	6.26 / 1.01	0.08	6.31	6.03 / 1.24	0.28	0.23 **
69. There is a good variety of courses provided on this campus.	6.27	6.29 / 0.89	-0.02	6.39	5.87 / 1.35	0.52	0.42 ***
70. I am able to experience intellectual growth here.	6.44	6.26 / 0.95	0.18	6.44	5.98 / 1.27	0.46	0.28 ***
71. Campus item: There are a sufficient number of places on campus to sit and relax.	6.11	5.77 / 1.50	0.34				
72. Campus item: There are adequate signs around campus to help me get where I need to go.	6.17	6.02 / 1.07	0.15				
73. Campus item: I have the skills I need to use numbers and math concepts to solve problems in my chosen field.	6.36	6.07 / 1.20	0.29				
74. Campus item: The food in the cafeteria is reasonably priced.	5.74	3.68 / 1.93	2.06				
75. Campus item: Adequate tech support is available for students having trouble with their online accounts.	6.22	5.78 / 1.28	0.44				

\* 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 142906 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	
76. Campus item: I can usually find what I am looking for on the LSC web site.	6.23	5.89 / 1.25	0.34				
77. Campus item: The tutors in the Learning Center are helpful and approachable.	6.38	6.19 / 1.07	0.19				
78. Campus item: Important materials (such as the syllabus, assignments, grades, etc.) for each of my courses are readily available online	6.45	6.37 / 1.02	0.08				
79. Campus item: I am satisfied with my housing arrangements this semester.	6.34	5.95 / 1.61	0.39				
80. Campus item: This school effectively communicates with students through social media such as Facebook, Twitter, and Instagram.	5.44	5.33 / 1.74	0.11				
81. Institution's commitment to part-time students?		5.91 / 1.21			5.81 / 1.35		0.10
82. Institution's commitment to evening students?		5.75 / 1.38			5.67 / 1.44		0.08
83. Institution's commitment to older, returning learners?		6.03 / 1.19			5.78 / 1.41		0.25 *
84. Institution's commitment to under-represented populations?		5.97 / 1.08			5.69 / 1.40		0.28 *
85. Institution's commitment to commuters?		5.56 / 1.63			5.66 / 1.44		-0.10
86. Institution's commitment to students with disabilities?		6.13 / 1.09			5.82 / 1.38		0.31 **
87. Cost as factor in decision to enroll.	6.32			6.35			
88. Financial aid as factor in decision to enroll.	6.07			6.10			
89. Academic reputation as factor in decision to enroll.	6.06			5.97			
90. Size of institution as factor in decision to enroll.	5.46			5.25			

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

National Group Means are based on 142906 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	
91. Opportunity to play sports as factor in decision to enroll.	3.78			3.75			
92. Recommendations from family/friends as factor in decision to enroll.	5.16			5.08			
93. Geographic setting as factor in decision to enroll.	5.78			5.61			
94. Campus appearance as factor in decision to enroll.	5.50			5.32			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.69			5.51			

National Group Means are based on 142906 records.

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



## 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?	Average: 5.12	Average: 4.95	0.17
1=Much worse than expected	0%	1%	
2=Quite a bit worse than I expected	0%	1%	
3=Worse than I expected	3%	6%	
4=About what I expected	33%	32%	
5=Better than I expected	27%	25%	
6=Quite a bit better than I expected	15%	14%	
7=Much better than expected	19%	18%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.79	Average: 5.58	0.21
1=Not satisfied at all	0%	1%	
2=Not very satisfied	1%	2%	
3=Somewhat dissatisfied	2%	4%	
4=Neutral	8%	10%	
5=Somewhat satisfied	13%	15%	
6=Satisfied	46%	40%	
7=Very satisfied	26%	24%	
All in all, if you had to do it over, would you enroll here again?	Average: 6.16	Average: 5.82	0.34
1=Definitely not	0%	2%	
2=Probably not	0%	3%	
3=Maybe not	1%	3%	
4=I don't know	5%	7%	
5=Maybe yes	7%	10%	
6=Probably yes	38%	30%	
7=Definitely yes	45%	42%	