

Demographics

Gender		N	%	Class Level		N	%
Female		171	61.29%	1 year or less		49	17.56%
Male		108	38.71%	2 years		149	53.41%
Total		279	100.00%	3 years		46	16.49%
No Response		6		4 or more years		35	12.54%
				Total		279	100.00%
				No Response		6	

Age		N	%	Current GPA		N	%
18 and under		16	5.71%	No credits earned		3	1.07%
19 to 24		154	55.00%	1.99 or below		1	0.36%
25 to 34		67	23.93%	2.0 - 2.49		11	3.93%
35 to 44		32	11.43%	2.5 - 2.99		31	11.07%
45 and over		11	3.93%	3.0 - 3.49		107	38.21%
Total		280	100.00%	3.5 or above		127	45.36%
No Response		5		Total		280	100.00%
				No Response		5	

Ethnicity/Race		N	%	Educational Goal		N	%
African-American		11	3.90%	Associate degree		176	62.63%
American Indian or Alaskan Native		6	2.13%	Vocational/technical program		42	14.95%
Asian or Pacific Islander		6	2.13%	Transfer to another institution		18	6.41%
Caucasian/White		235	83.33%	Certification (initial / renewal)		20	7.12%
Hispanic		10	3.55%	Self-improvement/pleasure		0	0.00%
Other race		6	2.13%	Job-related training		10	3.56%
Race - Prefer not to respond		8	2.84%	Other educational goal		15	5.34%
Total		282	100.00%	Total		281	100.00%
No Response		3		No Response		4	

Current Enrollment Status		N	%	Employment		N	%
Day		237	84.64%	Full-time off campus		64	23.02%
Evening		41	14.64%	Part-time off campus		149	53.60%
Weekend		2	0.71%	Full-time on campus		5	1.80%
Total		280	100.00%	Part-time on campus		16	5.76%
No Response		5		Not employed		44	15.83%
				Total		278	100.00%
				No Response		7	

Current Class Load		N	%
Full-time		214	76.16%
Part-time		67	23.84%
Total		281	100.00%
No Response		4	

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.
- 73. Campus item: I have the skills I need to solve problems in my chosen field.
- 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
- 69. There is a good variety of courses provided on this campus.
- 68. On the whole, the campus is well-maintained.
- 36. Students are made to feel welcome on this campus.
- 64. Nearly all classes deal with practical experiences and applications.
- 5. The personnel involved in registration are helpful.
- 28. It is an enjoyable experience to be a student on this campus.
- 45. This institution has a good reputation within the community.
- 27. The campus staff are caring and helpful.
- 79. Campus item: My experience at this college has prepared me to exhibit accountability and take responsibility for my own actions.

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.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 51. There are convenient ways of paying my school bill.
- 23. Faculty are understanding of students' unique life circumstances.
- 42. The equipment in the lab facilities is kept up to date.
- 46. Faculty provide timely feedback about student progress in a course.
- 52. This school does whatever it can to help me reach my educational goals.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 8. Classes are scheduled at times that are convenient for me.
- 7. Adequate financial aid is available for most students.
- 20. Financial aid counselors are helpful.
- 11. Security staff respond quickly in emergencies.

Strategic Planning Overview

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Community Colleges

- 58. Nearly all of the faculty are knowledgeable in their fields.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 32. My academic advisor is knowledgeable about my program requirements.
- 15. I am able to register for classes I need with few conflicts.
- 3. The quality of instruction in the vocational/technical programs is excellent.
- 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.
- 69. There is a good variety of courses provided on this campus.
- 41. Admissions staff are knowledgeable.
- 23. Faculty are understanding of students' unique life circumstances.
- 36. Students are made to feel welcome on this campus.
- 48. Counseling staff care about students as individuals.
- 64. Nearly all classes deal with practical experiences and applications.
- 2. Faculty care about me as an individual.
- 46. Faculty provide timely feedback about student progress in a course.
- 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.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 5. The personnel involved in registration are helpful.
- 28. It is an enjoyable experience to be a student on this campus.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 45. This institution has a good reputation within the community.
- 47. There are adequate services to help me decide upon a career.
- 8. Classes are scheduled at times that are convenient for me.
- 27. The campus staff are caring and helpful.
- 20. Financial aid counselors are helpful.
- 11. Security staff respond quickly in emergencies.
- 25. My academic advisor is concerned about my success as an individual.

Higher Importance vs. National Community Colleges

- 58. Nearly all of the faculty are knowledgeable in their fields.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 32. My academic advisor is knowledgeable about my program requirements.

Strategic Planning Overview

- 15. I am able to register for classes I need with few conflicts.
- 3. The quality of instruction in the vocational/technical programs is excellent.
- 6. My academic advisor is approachable.
- 66. Program requirements are clear and reasonable.
- 68. On the whole, the campus is well-maintained.
- 51. There are convenient ways of paying my school bill.
- 23. Faculty are understanding of students' unique life circumstances.
- 42. The equipment in the lab facilities is kept up to date.
- 48. Counseling staff care about students as individuals.
- 64. Nearly all classes deal with practical experiences and applications.
- 2. Faculty care about me as an individual.
- 28. It is an enjoyable experience to be a student on this campus.
- 45. This institution has a good reputation within the community.
- 47. There are adequate services to help me decide upon a career.

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	6.49	6.05 / 0.78	0.44	6.32	5.69 / 1.12	0.63	0.36 ***
Academic Advising/Counseling	6.45	6.07 / 1.01	0.38	6.31	5.58 / 1.36	0.73	0.49 ***
Concern for the Individual	6.43	5.97 / 0.93	0.46	6.25	5.57 / 1.26	0.68	0.40 ***
Registration Effectiveness	6.39	6.03 / 0.83	0.36	6.31	5.73 / 1.06	0.58	0.30 ***
Student Centeredness	6.36	6.11 / 0.83	0.25	6.19	5.69 / 1.18	0.50	0.42 ***
Admissions and Financial Aid	6.35	5.82 / 1.03	0.53	6.24	5.53 / 1.27	0.71	0.29 ***
Campus Climate	6.32	6.04 / 0.79	0.28	6.18	5.64 / 1.13	0.54	0.40 ***
Academic Services	6.30	6.00 / 0.88	0.30	6.25	5.85 / 1.06	0.40	0.15 *
Safety and Security	6.30	5.61 / 1.05	0.69	6.25	5.54 / 1.19	0.71	0.07
Service Excellence	6.23	5.95 / 0.87	0.28	6.16	5.63 / 1.12	0.53	0.32 ***
Campus Support Services	6.07	5.81 / 1.05	0.26	5.86	5.40 / 1.28	0.46	0.41 ***
Responsiveness to Diverse Populations		6.01 / 1.13			5.80 / 1.27		0.21 **

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

National Group Means are based on 143390 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	
58. Nearly all of the faculty are knowledgeable in their fields.	6.68	6.32 / 0.90	0.36	6.45	5.91 / 1.31	0.54	0.41 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.67	5.91 / 1.23	0.76	6.48	5.69 / 1.39	0.79	0.22 **
32. My academic advisor is knowledgeable about my program requirements.	6.65	6.33 / 1.16	0.32	6.43	5.71 / 1.61	0.72	0.62 ***
15. I am able to register for classes I need with few conflicts.	6.62	6.23 / 1.14	0.39	6.43	5.71 / 1.47	0.72	0.52 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.61	5.97 / 1.08	0.64	6.21	5.60 / 1.37	0.61	0.37 ***
73. Campus item: I have the skills I need to solve problems in my chosen field.	6.61	6.23 / 0.93	0.38				
31. The campus is safe and secure for all students.	6.60	6.30 / 1.00	0.30	6.47	5.94 / 1.27	0.53	0.36 ***
6. My academic advisor is approachable.	6.59	6.31 / 1.17	0.28	6.37	5.75 / 1.57	0.62	0.56 ***
70. I am able to experience intellectual growth here.	6.57	6.34 / 0.98	0.23	6.46	6.01 / 1.27	0.45	0.33 ***
66. Program requirements are clear and reasonable.	6.56	6.22 / 1.00	0.34	6.40	5.82 / 1.37	0.58	0.40 ***
78. Campus item: Important materials (such as the syllabus, assignments, grades, etc.) for each of my courses are readily available online	6.53	6.39 / 0.97	0.14				
29. Faculty are fair and unbiased in their treatment of individual students.	6.52	5.87 / 1.31	0.65	6.38	5.70 / 1.48	0.68	0.17
69. There is a good variety of courses provided on this campus.	6.52	6.25 / 1.01	0.27	6.41	5.93 / 1.33	0.48	0.32 ***
68. On the whole, the campus is well-maintained.	6.51	6.20 / 1.10	0.31	6.35	6.05 / 1.25	0.30	0.15
51. There are convenient ways of paying my school bill.	6.49	5.95 / 1.29	0.54	6.33	5.78 / 1.45	0.55	0.17

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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	
41. Admissions staff are knowledgeable.	6.48	6.14 / 1.08	0.34	6.34	5.76 / 1.41	0.58	0.38 ***
23. Faculty are understanding of students' unique life circumstances.	6.47	5.91 / 1.19	0.56	6.29	5.54 / 1.54	0.75	0.37 ***
36. Students are made to feel welcome on this campus.	6.47	6.28 / 0.99	0.19	6.33	5.91 / 1.32	0.42	0.37 ***
42. The equipment in the lab facilities is kept up to date.	6.47	5.85 / 1.32	0.62	6.28	5.72 / 1.41	0.56	0.13
48. Counseling staff care about students as individuals.	6.47	6.15 / 1.15	0.32	6.26	5.65 / 1.49	0.61	0.50 ***
64. Nearly all classes deal with practical experiences and applications.	6.47	6.22 / 0.95	0.25	6.23	5.66 / 1.40	0.57	0.56 ***
2. Faculty care about me as an individual.	6.46	6.01 / 1.09	0.45	6.12	5.61 / 1.42	0.51	0.40 ***
46. Faculty provide timely feedback about student progress in a course.	6.46	5.90 / 1.18	0.56	6.33	5.57 / 1.49	0.76	0.33 ***
52. This school does whatever it can to help me reach my educational goals.	6.46	5.94 / 1.18	0.52	6.34	5.58 / 1.50	0.76	0.36 ***
61. Faculty are usually available after class and during office hours.	6.46	6.15 / 1.09	0.31	6.33	5.88 / 1.33	0.45	0.27 ***
5. The personnel involved in registration are helpful.	6.45	6.20 / 1.05	0.25	6.31	5.66 / 1.52	0.65	0.54 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.45	6.15 / 1.01	0.30	6.32	5.71 / 1.42	0.61	0.44 ***
8. Classes are scheduled at times that are convenient for me.	6.43	5.89 / 1.33	0.54	6.44	5.69 / 1.47	0.75	0.20 *
28. It is an enjoyable experience to be a student on this campus.	6.43	6.17 / 1.12	0.26	6.27	5.76 / 1.43	0.51	0.41 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.43	5.91 / 1.41	0.52	6.32	5.53 / 1.64	0.79	0.38 ***

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National Group Means are based on 143390 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	
45. This institution has a good reputation within the community.	6.43	6.39 / 0.87	0.04	6.22	5.89 / 1.34	0.33	0.50 ***
47. There are adequate services to help me decide upon a career.	6.43	6.12 / 1.17	0.31	6.23	5.57 / 1.49	0.66	0.55 ***
7. Adequate financial aid is available for most students.	6.42	5.40 / 1.55	1.02	6.31	5.48 / 1.64	0.83	-0.08
76. Campus item: I can usually find what I am looking for on the LSC web site.	6.42	6.15 / 1.09	0.27				
27. The campus staff are caring and helpful.	6.41	6.23 / 0.92	0.18	6.27	5.83 / 1.30	0.44	0.40 ***
20. Financial aid counselors are helpful.	6.40	5.82 / 1.41	0.58	6.25	5.42 / 1.67	0.83	0.40 ***
11. Security staff respond quickly in emergencies.	6.39	5.89 / 1.11	0.50	6.26	5.54 / 1.46	0.72	0.35 **
79. Campus item: My experience at this college has prepared me to exhibit accountability and take responsibility for my own actions.	6.39	6.25 / 1.10	0.14				
87. Cost as factor in decision to enroll.	6.39			6.38			
25. My academic advisor is concerned about my success as an individual.	6.38	5.97 / 1.32	0.41	6.26	5.44 / 1.71	0.82	0.53 ***
75. Campus item: Adequate tech support is available for students having trouble with their online accounts.	6.38	5.97 / 1.23	0.41				
50. Tutoring services are readily available.	6.37	6.11 / 1.27	0.26	6.26	5.84 / 1.40	0.42	0.27 **
54. Faculty are interested in my academic problems.	6.37	5.95 / 1.15	0.42	6.19	5.50 / 1.53	0.69	0.45 ***
60. Billing policies are reasonable.	6.37	5.91 / 1.27	0.46	6.25	5.67 / 1.45	0.58	0.24 **
9. Internships or practical experiences are provided in my degree/certificate program.	6.36	6.07 / 1.17	0.29	6.09	5.28 / 1.64	0.81	0.79 ***

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National Group Means are based on 143390 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	
22. People on this campus respect and are supportive of each other.	6.36	6.05 / 1.14	0.31	6.20	5.72 / 1.35	0.48	0.33 ***
57. Administrators are approachable to students.	6.36	6.05 / 1.14	0.31	6.22	5.66 / 1.46	0.56	0.39 ***
72. Campus item: There are adequate signs around campus to help me get where I need to go.	6.36	5.98 / 1.31	0.38				
74. Campus item: My experience at LSC has inspired me to keep learning.	6.36	6.16 / 1.18	0.20				
21. There are a sufficient number of study areas on campus.	6.35	5.90 / 1.34	0.45	6.22	5.85 / 1.41	0.37	0.05
53. The assessment and course placement procedures are reasonable.	6.35	6.13 / 1.01	0.22	6.23	5.70 / 1.40	0.53	0.43 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.35	5.76 / 1.40	0.59	6.25	5.27 / 1.74	0.98	0.49 ***
34. Computer labs are adequate and accessible.	6.34	6.07 / 1.24	0.27	6.30	5.95 / 1.32	0.35	0.12
16. The college shows concern for students as individuals.	6.33	5.92 / 1.20	0.41	6.22	5.44 / 1.57	0.78	0.48 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.33	6.06 / 1.09	0.27	6.09	5.58 / 1.46	0.51	0.48 ***
55. Academic support services adequately meet the needs of students.	6.33	6.08 / 1.09	0.25	6.24	5.66 / 1.41	0.58	0.42 ***
37. Faculty take into consideration student differences as they teach a course.	6.32	5.85 / 1.19	0.47	6.22	5.48 / 1.52	0.74	0.37 ***
39. The amount of student parking space on campus is adequate.	6.30	4.66 / 1.93	1.64	6.25	5.14 / 1.88	1.11	-0.48 ***
43. Class change (drop/add) policies are reasonable.	6.28	6.20 / 1.20	0.08	6.27	5.79 / 1.43	0.48	0.41 ***
24. Parking lots are well-lighted and secure.	6.25	5.53 / 1.59	0.72	6.24	5.54 / 1.57	0.70	-0.01

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National Group Means are based on 143390 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	
49. Admissions counselors respond to prospective students' unique needs and requests.	6.25	6.01 / 1.18	0.24	6.20	5.61 / 1.46	0.59	0.40 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.24	5.57 / 1.51	0.67	6.23	5.32 / 1.68	0.91	0.25 *
62. Bookstore staff are helpful.	6.22	5.74 / 1.49	0.48	6.18	5.87 / 1.41	0.31	-0.13
63. I seldom get the "run-around" when seeking information on this campus.	6.22	5.84 / 1.33	0.38	6.13	5.40 / 1.64	0.73	0.44 ***
88. Financial aid as factor in decision to enroll.	6.22			6.14			
67. Channels for expressing student complaints are readily available.	6.21	5.56 / 1.38	0.65	6.12	5.26 / 1.70	0.86	0.30 **
89. Academic reputation as factor in decision to enroll.	6.21			5.99			
1. Most students feel a sense of belonging here.	6.19	5.99 / 1.04	0.20	5.86	5.57 / 1.37	0.29	0.42 ***
14. Library resources and services are adequate.	6.19	6.03 / 1.19	0.16	6.29	5.96 / 1.28	0.33	0.07
56. The business office is open during hours which are convenient for most students.	6.18	5.94 / 1.22	0.24	6.20	5.70 / 1.41	0.50	0.24 *
17. Personnel in the Veterans' Services program are helpful.	6.17	5.85 / 1.30	0.32	5.57	5.22 / 1.53	0.35	0.63 ***
12. My academic advisor helps me set goals to work toward.	6.16	5.83 / 1.45	0.33	6.18	5.41 / 1.74	0.77	0.42 ***
30. The career services office provides students with the help they need to get a job.	6.15	5.65 / 1.42	0.50	6.15	5.49 / 1.49	0.66	0.16
71. Campus item: My experience at this college has prepared me to communicate professionally in writing.	6.15	5.94 / 1.27	0.21				

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 *** Difference statistically significant at the .001 level

National Group Means are based on 143390 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	
59. New student orientation services help students adjust to college.	6.11	5.83 / 1.19	0.28	6.08	5.59 / 1.52	0.49	0.24 *
26. Library staff are helpful and approachable.	6.06	5.98 / 1.32	0.08	6.16	5.92 / 1.32	0.24	0.06
38. The student center is a comfortable place for students to spend their leisure time.	6.00	5.80 / 1.37	0.20	6.01	5.72 / 1.41	0.29	0.08
4. Security staff are helpful.	5.96	5.77 / 1.34	0.19	6.02	5.55 / 1.51	0.47	0.22 *
19. This campus provides effective support services for displaced homemakers.	5.93	5.54 / 1.55	0.39	5.68	5.24 / 1.51	0.44	0.30 *
44. I generally know what's happening on campus.	5.80	5.87 / 1.37	-0.07	5.81	5.34 / 1.59	0.47	0.53 ***
93. Geographic setting as factor in decision to enroll.	5.79			5.65			
77. Campus item: I am taking a more active role in my community because of my education at LSC.	5.78	5.63 / 1.48	0.15				
10. Child care facilities are available on campus.	5.55	5.65 / 1.61	-0.10	4.96	4.58 / 1.92	0.38	1.07 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.55			5.55			
80. Campus item: This school effectively communicates with students through social media such as Facebook, Twitter, and Instagram.	5.54	5.64 / 1.42	-0.10				
90. Size of institution as factor in decision to enroll.	5.46			5.30			
94. Campus appearance as factor in decision to enroll.	5.46			5.38			
92. Recommendations from family/friends as factor in decision to enroll.	5.24			5.15			

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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	
91. Opportunity to play sports as factor in decision to enroll.	3.80			3.88			
81. Institution's commitment to part-time students?		5.94 / 1.31			5.86 / 1.36		0.08
82. Institution's commitment to evening students?		5.81 / 1.46			5.73 / 1.45		0.08
83. Institution's commitment to older, returning learners?		6.20 / 1.16			5.83 / 1.42		0.37 ***
84. Institution's commitment to under-represented populations?		6.16 / 1.03			5.75 / 1.41		0.41 ***
85. Institution's commitment to commuters?		5.79 / 1.37			5.73 / 1.44		0.06
86. Institution's commitment to students with disabilities?		6.18 / 1.16			5.88 / 1.37		0.30 **

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 *** Difference statistically significant at the .001 level

National Group Means are based on 143390 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	6.45	6.07 / 1.01	0.38	6.31	5.58 / 1.36	0.73	0.49 ***
6. My academic advisor is approachable.	6.59	6.31 / 1.17	0.28	6.37	5.75 / 1.57	0.62	0.56 ***
12. My academic advisor helps me set goals to work toward.	6.16	5.83 / 1.45	0.33	6.18	5.41 / 1.74	0.77	0.42 ***
25. My academic advisor is concerned about my success as an individual.	6.38	5.97 / 1.32	0.41	6.26	5.44 / 1.71	0.82	0.53 ***
32. My academic advisor is knowledgeable about my program requirements.	6.65	6.33 / 1.16	0.32	6.43	5.71 / 1.61	0.72	0.62 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.43	5.91 / 1.41	0.52	6.32	5.53 / 1.64	0.79	0.38 ***
48. Counseling staff care about students as individuals.	6.47	6.15 / 1.15	0.32	6.26	5.65 / 1.49	0.61	0.50 ***
52. This school does whatever it can to help me reach my educational goals.	6.46	5.94 / 1.18	0.52	6.34	5.58 / 1.50	0.76	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 143390 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	6.30	6.00 / 0.88	0.30	6.25	5.85 / 1.06	0.40	0.15 *
14. Library resources and services are adequate.	6.19	6.03 / 1.19	0.16	6.29	5.96 / 1.28	0.33	0.07
21. There are a sufficient number of study areas on campus.	6.35	5.90 / 1.34	0.45	6.22	5.85 / 1.41	0.37	0.05
26. Library staff are helpful and approachable.	6.06	5.98 / 1.32	0.08	6.16	5.92 / 1.32	0.24	0.06
34. Computer labs are adequate and accessible.	6.34	6.07 / 1.24	0.27	6.30	5.95 / 1.32	0.35	0.12
42. The equipment in the lab facilities is kept up to date.	6.47	5.85 / 1.32	0.62	6.28	5.72 / 1.41	0.56	0.13
50. Tutoring services are readily available.	6.37	6.11 / 1.27	0.26	6.26	5.84 / 1.40	0.42	0.27 **
55. Academic support services adequately meet the needs of students.	6.33	6.08 / 1.09	0.25	6.24	5.66 / 1.41	0.58	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 143390 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	6.35	5.82 / 1.03	0.53	6.24	5.53 / 1.27	0.71	0.29 ***
7. Adequate financial aid is available for most students.	6.42	5.40 / 1.55	1.02	6.31	5.48 / 1.64	0.83	-0.08
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.24	5.57 / 1.51	0.67	6.23	5.32 / 1.68	0.91	0.25 *
20. Financial aid counselors are helpful.	6.40	5.82 / 1.41	0.58	6.25	5.42 / 1.67	0.83	0.40 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.33	6.06 / 1.09	0.27	6.09	5.58 / 1.46	0.51	0.48 ***
41. Admissions staff are knowledgeable.	6.48	6.14 / 1.08	0.34	6.34	5.76 / 1.41	0.58	0.38 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.25	6.01 / 1.18	0.24	6.20	5.61 / 1.46	0.59	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 143390 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	6.32	6.04 / 0.79	0.28	6.18	5.64 / 1.13	0.54	0.40 ***
1. Most students feel a sense of belonging here.	6.19	5.99 / 1.04	0.20	5.86	5.57 / 1.37	0.29	0.42 ***
2. Faculty care about me as an individual.	6.46	6.01 / 1.09	0.45	6.12	5.61 / 1.42	0.51	0.40 ***
16. The college shows concern for students as individuals.	6.33	5.92 / 1.20	0.41	6.22	5.44 / 1.57	0.78	0.48 ***
22. People on this campus respect and are supportive of each other.	6.36	6.05 / 1.14	0.31	6.20	5.72 / 1.35	0.48	0.33 ***
27. The campus staff are caring and helpful.	6.41	6.23 / 0.92	0.18	6.27	5.83 / 1.30	0.44	0.40 ***
28. It is an enjoyable experience to be a student on this campus.	6.43	6.17 / 1.12	0.26	6.27	5.76 / 1.43	0.51	0.41 ***
31. The campus is safe and secure for all students.	6.60	6.30 / 1.00	0.30	6.47	5.94 / 1.27	0.53	0.36 ***
36. Students are made to feel welcome on this campus.	6.47	6.28 / 0.99	0.19	6.33	5.91 / 1.32	0.42	0.37 ***
44. I generally know what's happening on campus.	5.80	5.87 / 1.37	-0.07	5.81	5.34 / 1.59	0.47	0.53 ***
45. This institution has a good reputation within the community.	6.43	6.39 / 0.87	0.04	6.22	5.89 / 1.34	0.33	0.50 ***
52. This school does whatever it can to help me reach my educational goals.	6.46	5.94 / 1.18	0.52	6.34	5.58 / 1.50	0.76	0.36 ***
57. Administrators are approachable to students.	6.36	6.05 / 1.14	0.31	6.22	5.66 / 1.46	0.56	0.39 ***
59. New student orientation services help students adjust to college.	6.11	5.83 / 1.19	0.28	6.08	5.59 / 1.52	0.49	0.24 *
63. I seldom get the "run-around" when seeking information on this campus.	6.22	5.84 / 1.33	0.38	6.13	5.40 / 1.64	0.73	0.44 ***
67. Channels for expressing student complaints are readily available.	6.21	5.56 / 1.38	0.65	6.12	5.26 / 1.70	0.86	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 143390 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	6.07	5.81 / 1.05	0.26	5.86	5.40 / 1.28	0.46	0.41 ***
10. Child care facilities are available on campus.	5.55	5.65 / 1.61	-0.10	4.96	4.58 / 1.92	0.38	1.07 ***
17. Personnel in the Veterans' Services program are helpful.	6.17	5.85 / 1.30	0.32	5.57	5.22 / 1.53	0.35	0.63 ***
19. This campus provides effective support services for displaced homemakers.	5.93	5.54 / 1.55	0.39	5.68	5.24 / 1.51	0.44	0.30 *
30. The career services office provides students with the help they need to get a job.	6.15	5.65 / 1.42	0.50	6.15	5.49 / 1.49	0.66	0.16
38. The student center is a comfortable place for students to spend their leisure time.	6.00	5.80 / 1.37	0.20	6.01	5.72 / 1.41	0.29	0.08
47. There are adequate services to help me decide upon a career.	6.43	6.12 / 1.17	0.31	6.23	5.57 / 1.49	0.66	0.55 ***
59. New student orientation services help students adjust to college.	6.11	5.83 / 1.19	0.28	6.08	5.59 / 1.52	0.49	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 143390 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	6.43	5.97 / 0.93	0.46	6.25	5.57 / 1.26	0.68	0.40 ***
2. Faculty care about me as an individual.	6.46	6.01 / 1.09	0.45	6.12	5.61 / 1.42	0.51	0.40 ***
16. The college shows concern for students as individuals.	6.33	5.92 / 1.20	0.41	6.22	5.44 / 1.57	0.78	0.48 ***
25. My academic advisor is concerned about my success as an individual.	6.38	5.97 / 1.32	0.41	6.26	5.44 / 1.71	0.82	0.53 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.52	5.87 / 1.31	0.65	6.38	5.70 / 1.48	0.68	0.17
48. Counseling staff care about students as individuals.	6.47	6.15 / 1.15	0.32	6.26	5.65 / 1.49	0.61	0.50 ***

* 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 143390 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	6.49	6.05 / 0.78	0.44	6.32	5.69 / 1.12	0.63	0.36 ***
2. Faculty care about me as an individual.	6.46	6.01 / 1.09	0.45	6.12	5.61 / 1.42	0.51	0.40 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.67	5.91 / 1.23	0.76	6.48	5.69 / 1.39	0.79	0.22 **
23. Faculty are understanding of students' unique life circumstances.	6.47	5.91 / 1.19	0.56	6.29	5.54 / 1.54	0.75	0.37 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.52	5.87 / 1.31	0.65	6.38	5.70 / 1.48	0.68	0.17
37. Faculty take into consideration student differences as they teach a course.	6.32	5.85 / 1.19	0.47	6.22	5.48 / 1.52	0.74	0.37 ***
46. Faculty provide timely feedback about student progress in a course.	6.46	5.90 / 1.18	0.56	6.33	5.57 / 1.49	0.76	0.33 ***
54. Faculty are interested in my academic problems.	6.37	5.95 / 1.15	0.42	6.19	5.50 / 1.53	0.69	0.45 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.68	6.32 / 0.90	0.36	6.45	5.91 / 1.31	0.54	0.41 ***
61. Faculty are usually available after class and during office hours.	6.46	6.15 / 1.09	0.31	6.33	5.88 / 1.33	0.45	0.27 ***
64. Nearly all classes deal with practical experiences and applications.	6.47	6.22 / 0.95	0.25	6.23	5.66 / 1.40	0.57	0.56 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.35	5.76 / 1.40	0.59	6.25	5.27 / 1.74	0.98	0.49 ***
66. Program requirements are clear and reasonable.	6.56	6.22 / 1.00	0.34	6.40	5.82 / 1.37	0.58	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 143390 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.	6.52	6.25 / 1.01	0.27	6.41	5.93 / 1.33	0.48	0.32 ***
70. I am able to experience intellectual growth here.	6.57	6.34 / 0.98	0.23	6.46	6.01 / 1.27	0.45	0.33 ***

National Group Means are based on 143390 records.

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

Institutional Summary

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

Scale/Item	Lake Superior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.39	6.03 / 0.83	0.36	6.31	5.73 / 1.06	0.58	0.30 ***
5. The personnel involved in registration are helpful.	6.45	6.20 / 1.05	0.25	6.31	5.66 / 1.52	0.65	0.54 ***
8. Classes are scheduled at times that are convenient for me.	6.43	5.89 / 1.33	0.54	6.44	5.69 / 1.47	0.75	0.20 *
15. I am able to register for classes I need with few conflicts.	6.62	6.23 / 1.14	0.39	6.43	5.71 / 1.47	0.72	0.52 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.45	6.15 / 1.01	0.30	6.32	5.71 / 1.42	0.61	0.44 ***
43. Class change (drop/add) policies are reasonable.	6.28	6.20 / 1.20	0.08	6.27	5.79 / 1.43	0.48	0.41 ***
51. There are convenient ways of paying my school bill.	6.49	5.95 / 1.29	0.54	6.33	5.78 / 1.45	0.55	0.17
56. The business office is open during hours which are convenient for most students.	6.18	5.94 / 1.22	0.24	6.20	5.70 / 1.41	0.50	0.24 *
60. Billing policies are reasonable.	6.37	5.91 / 1.27	0.46	6.25	5.67 / 1.45	0.58	0.24 **
62. Bookstore staff are helpful.	6.22	5.74 / 1.49	0.48	6.18	5.87 / 1.41	0.31	-0.13

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

National Group Means are based on 143390 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		6.01 / 1.13			5.80 / 1.27		0.21 **
81. Institution's commitment to part-time students?		5.94 / 1.31			5.86 / 1.36		0.08
82. Institution's commitment to evening students?		5.81 / 1.46			5.73 / 1.45		0.08
83. Institution's commitment to older, returning learners?		6.20 / 1.16			5.83 / 1.42		0.37 ***
84. Institution's commitment to under-represented populations?		6.16 / 1.03			5.75 / 1.41		0.41 ***
85. Institution's commitment to commuters?		5.79 / 1.37			5.73 / 1.44		0.06
86. Institution's commitment to students with disabilities?		6.18 / 1.16			5.88 / 1.37		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 143390 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	6.30	5.61 / 1.05	0.69	6.25	5.54 / 1.19	0.71	0.07
4. Security staff are helpful.	5.96	5.77 / 1.34	0.19	6.02	5.55 / 1.51	0.47	0.22 *
11. Security staff respond quickly in emergencies.	6.39	5.89 / 1.11	0.50	6.26	5.54 / 1.46	0.72	0.35 **
24. Parking lots are well-lighted and secure.	6.25	5.53 / 1.59	0.72	6.24	5.54 / 1.57	0.70	-0.01
31. The campus is safe and secure for all students.	6.60	6.30 / 1.00	0.30	6.47	5.94 / 1.27	0.53	0.36 ***
39. The amount of student parking space on campus is adequate.	6.30	4.66 / 1.93	1.64	6.25	5.14 / 1.88	1.11	-0.48 ***

* 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 143390 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	6.23	5.95 / 0.87	0.28	6.16	5.63 / 1.12	0.53	0.32 ***
5. The personnel involved in registration are helpful.	6.45	6.20 / 1.05	0.25	6.31	5.66 / 1.52	0.65	0.54 ***
22. People on this campus respect and are supportive of each other.	6.36	6.05 / 1.14	0.31	6.20	5.72 / 1.35	0.48	0.33 ***
26. Library staff are helpful and approachable.	6.06	5.98 / 1.32	0.08	6.16	5.92 / 1.32	0.24	0.06
27. The campus staff are caring and helpful.	6.41	6.23 / 0.92	0.18	6.27	5.83 / 1.30	0.44	0.40 ***
44. I generally know what's happening on campus.	5.80	5.87 / 1.37	-0.07	5.81	5.34 / 1.59	0.47	0.53 ***
57. Administrators are approachable to students.	6.36	6.05 / 1.14	0.31	6.22	5.66 / 1.46	0.56	0.39 ***
62. Bookstore staff are helpful.	6.22	5.74 / 1.49	0.48	6.18	5.87 / 1.41	0.31	-0.13
63. I seldom get the "run-around" when seeking information on this campus.	6.22	5.84 / 1.33	0.38	6.13	5.40 / 1.64	0.73	0.44 ***
67. Channels for expressing student complaints are readily available.	6.21	5.56 / 1.38	0.65	6.12	5.26 / 1.70	0.86	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 143390 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	6.36	6.11 / 0.83	0.25	6.19	5.69 / 1.18	0.50	0.42 ***
1. Most students feel a sense of belonging here.	6.19	5.99 / 1.04	0.20	5.86	5.57 / 1.37	0.29	0.42 ***
16. The college shows concern for students as individuals.	6.33	5.92 / 1.20	0.41	6.22	5.44 / 1.57	0.78	0.48 ***
27. The campus staff are caring and helpful.	6.41	6.23 / 0.92	0.18	6.27	5.83 / 1.30	0.44	0.40 ***
28. It is an enjoyable experience to be a student on this campus.	6.43	6.17 / 1.12	0.26	6.27	5.76 / 1.43	0.51	0.41 ***
36. Students are made to feel welcome on this campus.	6.47	6.28 / 0.99	0.19	6.33	5.91 / 1.32	0.42	0.37 ***
57. Administrators are approachable to students.	6.36	6.05 / 1.14	0.31	6.22	5.66 / 1.46	0.56	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 143390 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.	6.19	5.99 / 1.04	0.20	5.86	5.57 / 1.37	0.29	0.42 ***
2. Faculty care about me as an individual.	6.46	6.01 / 1.09	0.45	6.12	5.61 / 1.42	0.51	0.40 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.61	5.97 / 1.08	0.64	6.21	5.60 / 1.37	0.61	0.37 ***
4. Security staff are helpful.	5.96	5.77 / 1.34	0.19	6.02	5.55 / 1.51	0.47	0.22 *
5. The personnel involved in registration are helpful.	6.45	6.20 / 1.05	0.25	6.31	5.66 / 1.52	0.65	0.54 ***
6. My academic advisor is approachable.	6.59	6.31 / 1.17	0.28	6.37	5.75 / 1.57	0.62	0.56 ***
7. Adequate financial aid is available for most students.	6.42	5.40 / 1.55	1.02	6.31	5.48 / 1.64	0.83	-0.08
8. Classes are scheduled at times that are convenient for me.	6.43	5.89 / 1.33	0.54	6.44	5.69 / 1.47	0.75	0.20 *
9. Internships or practical experiences are provided in my degree/certificate program.	6.36	6.07 / 1.17	0.29	6.09	5.28 / 1.64	0.81	0.79 ***
10. Child care facilities are available on campus.	5.55	5.65 / 1.61	-0.10	4.96	4.58 / 1.92	0.38	1.07 ***
11. Security staff respond quickly in emergencies.	6.39	5.89 / 1.11	0.50	6.26	5.54 / 1.46	0.72	0.35 **
12. My academic advisor helps me set goals to work toward.	6.16	5.83 / 1.45	0.33	6.18	5.41 / 1.74	0.77	0.42 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.24	5.57 / 1.51	0.67	6.23	5.32 / 1.68	0.91	0.25 *
14. Library resources and services are adequate.	6.19	6.03 / 1.19	0.16	6.29	5.96 / 1.28	0.33	0.07
15. I am able to register for classes I need with few conflicts.	6.62	6.23 / 1.14	0.39	6.43	5.71 / 1.47	0.72	0.52 ***
16. The college shows concern for students as individuals.	6.33	5.92 / 1.20	0.41	6.22	5.44 / 1.57	0.78	0.48 ***

* 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 143390 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.	6.17	5.85 / 1.30	0.32	5.57	5.22 / 1.53	0.35	0.63 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.67	5.91 / 1.23	0.76	6.48	5.69 / 1.39	0.79	0.22 **
19. This campus provides effective support services for displaced homemakers.	5.93	5.54 / 1.55	0.39	5.68	5.24 / 1.51	0.44	0.30 *
20. Financial aid counselors are helpful.	6.40	5.82 / 1.41	0.58	6.25	5.42 / 1.67	0.83	0.40 ***
21. There are a sufficient number of study areas on campus.	6.35	5.90 / 1.34	0.45	6.22	5.85 / 1.41	0.37	0.05
22. People on this campus respect and are supportive of each other.	6.36	6.05 / 1.14	0.31	6.20	5.72 / 1.35	0.48	0.33 ***
23. Faculty are understanding of students' unique life circumstances.	6.47	5.91 / 1.19	0.56	6.29	5.54 / 1.54	0.75	0.37 ***
24. Parking lots are well-lighted and secure.	6.25	5.53 / 1.59	0.72	6.24	5.54 / 1.57	0.70	-0.01
25. My academic advisor is concerned about my success as an individual.	6.38	5.97 / 1.32	0.41	6.26	5.44 / 1.71	0.82	0.53 ***
26. Library staff are helpful and approachable.	6.06	5.98 / 1.32	0.08	6.16	5.92 / 1.32	0.24	0.06
27. The campus staff are caring and helpful.	6.41	6.23 / 0.92	0.18	6.27	5.83 / 1.30	0.44	0.40 ***
28. It is an enjoyable experience to be a student on this campus.	6.43	6.17 / 1.12	0.26	6.27	5.76 / 1.43	0.51	0.41 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.52	5.87 / 1.31	0.65	6.38	5.70 / 1.48	0.68	0.17
30. The career services office provides students with the help they need to get a job.	6.15	5.65 / 1.42	0.50	6.15	5.49 / 1.49	0.66	0.16
31. The campus is safe and secure for all students.	6.60	6.30 / 1.00	0.30	6.47	5.94 / 1.27	0.53	0.36 ***

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

National Group Means are based on 143390 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.	6.65	6.33 / 1.16	0.32	6.43	5.71 / 1.61	0.72	0.62 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.33	6.06 / 1.09	0.27	6.09	5.58 / 1.46	0.51	0.48 ***
34. Computer labs are adequate and accessible.	6.34	6.07 / 1.24	0.27	6.30	5.95 / 1.32	0.35	0.12
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.45	6.15 / 1.01	0.30	6.32	5.71 / 1.42	0.61	0.44 ***
36. Students are made to feel welcome on this campus.	6.47	6.28 / 0.99	0.19	6.33	5.91 / 1.32	0.42	0.37 ***
37. Faculty take into consideration student differences as they teach a course.	6.32	5.85 / 1.19	0.47	6.22	5.48 / 1.52	0.74	0.37 ***
38. The student center is a comfortable place for students to spend their leisure time.	6.00	5.80 / 1.37	0.20	6.01	5.72 / 1.41	0.29	0.08
39. The amount of student parking space on campus is adequate.	6.30	4.66 / 1.93	1.64	6.25	5.14 / 1.88	1.11	-0.48 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.43	5.91 / 1.41	0.52	6.32	5.53 / 1.64	0.79	0.38 ***
41. Admissions staff are knowledgeable.	6.48	6.14 / 1.08	0.34	6.34	5.76 / 1.41	0.58	0.38 ***
42. The equipment in the lab facilities is kept up to date.	6.47	5.85 / 1.32	0.62	6.28	5.72 / 1.41	0.56	0.13
43. Class change (drop/add) policies are reasonable.	6.28	6.20 / 1.20	0.08	6.27	5.79 / 1.43	0.48	0.41 ***
44. I generally know what's happening on campus.	5.80	5.87 / 1.37	-0.07	5.81	5.34 / 1.59	0.47	0.53 ***
45. This institution has a good reputation within the community.	6.43	6.39 / 0.87	0.04	6.22	5.89 / 1.34	0.33	0.50 ***
46. Faculty provide timely feedback about student progress in a course.	6.46	5.90 / 1.18	0.56	6.33	5.57 / 1.49	0.76	0.33 ***

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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.	6.43	6.12 / 1.17	0.31	6.23	5.57 / 1.49	0.66	0.55 ***
48. Counseling staff care about students as individuals.	6.47	6.15 / 1.15	0.32	6.26	5.65 / 1.49	0.61	0.50 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.25	6.01 / 1.18	0.24	6.20	5.61 / 1.46	0.59	0.40 ***
50. Tutoring services are readily available.	6.37	6.11 / 1.27	0.26	6.26	5.84 / 1.40	0.42	0.27 **
51. There are convenient ways of paying my school bill.	6.49	5.95 / 1.29	0.54	6.33	5.78 / 1.45	0.55	0.17
52. This school does whatever it can to help me reach my educational goals.	6.46	5.94 / 1.18	0.52	6.34	5.58 / 1.50	0.76	0.36 ***
53. The assessment and course placement procedures are reasonable.	6.35	6.13 / 1.01	0.22	6.23	5.70 / 1.40	0.53	0.43 ***
54. Faculty are interested in my academic problems.	6.37	5.95 / 1.15	0.42	6.19	5.50 / 1.53	0.69	0.45 ***
55. Academic support services adequately meet the needs of students.	6.33	6.08 / 1.09	0.25	6.24	5.66 / 1.41	0.58	0.42 ***
56. The business office is open during hours which are convenient for most students.	6.18	5.94 / 1.22	0.24	6.20	5.70 / 1.41	0.50	0.24 *
57. Administrators are approachable to students.	6.36	6.05 / 1.14	0.31	6.22	5.66 / 1.46	0.56	0.39 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.68	6.32 / 0.90	0.36	6.45	5.91 / 1.31	0.54	0.41 ***
59. New student orientation services help students adjust to college.	6.11	5.83 / 1.19	0.28	6.08	5.59 / 1.52	0.49	0.24 *
60. Billing policies are reasonable.	6.37	5.91 / 1.27	0.46	6.25	5.67 / 1.45	0.58	0.24 **
61. Faculty are usually available after class and during office hours.	6.46	6.15 / 1.09	0.31	6.33	5.88 / 1.33	0.45	0.27 ***

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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.	6.22	5.74 / 1.49	0.48	6.18	5.87 / 1.41	0.31	-0.13
63. I seldom get the "run-around" when seeking information on this campus.	6.22	5.84 / 1.33	0.38	6.13	5.40 / 1.64	0.73	0.44 ***
64. Nearly all classes deal with practical experiences and applications.	6.47	6.22 / 0.95	0.25	6.23	5.66 / 1.40	0.57	0.56 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.35	5.76 / 1.40	0.59	6.25	5.27 / 1.74	0.98	0.49 ***
66. Program requirements are clear and reasonable.	6.56	6.22 / 1.00	0.34	6.40	5.82 / 1.37	0.58	0.40 ***
67. Channels for expressing student complaints are readily available.	6.21	5.56 / 1.38	0.65	6.12	5.26 / 1.70	0.86	0.30 **
68. On the whole, the campus is well-maintained.	6.51	6.20 / 1.10	0.31	6.35	6.05 / 1.25	0.30	0.15
69. There is a good variety of courses provided on this campus.	6.52	6.25 / 1.01	0.27	6.41	5.93 / 1.33	0.48	0.32 ***
70. I am able to experience intellectual growth here.	6.57	6.34 / 0.98	0.23	6.46	6.01 / 1.27	0.45	0.33 ***
71. Campus item: My experience at this college has prepared me to communicate professionally in writing.	6.15	5.94 / 1.27	0.21				
72. Campus item: There are adequate signs around campus to help me get where I need to go.	6.36	5.98 / 1.31	0.38				
73. Campus item: I have the skills I need to solve problems in my chosen field.	6.61	6.23 / 0.93	0.38				
74. Campus item: My experience at LSC has inspired me to keep learning.	6.36	6.16 / 1.18	0.20				
75. Campus item: Adequate tech support is available for students having trouble with their online accounts.	6.38	5.97 / 1.23	0.41				

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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.	6.42	6.15 / 1.09	0.27				
77. Campus item: I am taking a more active role in my community because of my education at LSC.	5.78	5.63 / 1.48	0.15				
78. Campus item: Important materials (such as the syllabus, assignments, grades, etc.) for each of my courses are readily available online	6.53	6.39 / 0.97	0.14				
79. Campus item: My experience at this college has prepared me to exhibit accountability and take responsibility for my own actions.	6.39	6.25 / 1.10	0.14				
80. Campus item: This school effectively communicates with students through social media such as Facebook, Twitter, and Instagram.	5.54	5.64 / 1.42	-0.10				
81. Institution's commitment to part-time students?		5.94 / 1.31			5.86 / 1.36		0.08
82. Institution's commitment to evening students?		5.81 / 1.46			5.73 / 1.45		0.08
83. Institution's commitment to older, returning learners?		6.20 / 1.16			5.83 / 1.42		0.37 ***
84. Institution's commitment to under-represented populations?		6.16 / 1.03			5.75 / 1.41		0.41 ***
85. Institution's commitment to commuters?		5.79 / 1.37			5.73 / 1.44		0.06
86. Institution's commitment to students with disabilities?		6.18 / 1.16			5.88 / 1.37		0.30 **
87. Cost as factor in decision to enroll.	6.39			6.38			
88. Financial aid as factor in decision to enroll.	6.22			6.14			
89. Academic reputation as factor in decision to enroll.	6.21			5.99			
90. Size of institution as factor in decision to enroll.	5.46			5.30			

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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.	3.80			3.88			
92. Recommendations from family/friends as factor in decision to enroll.	5.24			5.15			
93. Geographic setting as factor in decision to enroll.	5.79			5.65			
94. Campus appearance as factor in decision to enroll.	5.46			5.38			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.55			5.55			

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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: 5.37 1% 0% 1% 23% 29% 19% 24%	Average: 4.98 1% 1% 6% 31% 24% 14% 19%	0.39
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: 6.03 1% 0% 1% 5% 11% 44% 36%	Average: 5.58 1% 2% 4% 11% 15% 39% 25%	0.45
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 6.28 0% 1% 2% 3% 5% 30% 56%	Average: 5.83 2% 3% 2% 7% 10% 30% 43%	0.45