

## Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	230	61.66%	1 year or less	145	39.19%
Male	143	38.34%	2 years	171	46.22%
Total	373	100.00%	3 years	33	8.92%
No Response	13		4 or more years	21	5.68%
			Total	370	100.00%
			No Response	16	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	66	17.69%	No credits earned	27	7.34%
19 to 24	150	40.21%	1.99 or below	4	1.09%
25 to 34	82	21.98%	2.0 - 2.49	7	1.90%
35 to 44	39	10.46%	2.5 - 2.99	41	11.14%
45 and over	36	9.65%	3.0 - 3.49	93	25.27%
Total	373	100.00%	3.5 or above	196	53.26%
No Response	13		Total	368	100.00%
			No Response	18	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	15	4.07%	Associate degree	101	27.15%
American Indian or Alaskan Native	3	0.81%	Vocational/technical program	29	7.80%
Asian or Pacific Islander	126	34.15%	Transfer to another institution	200	53.76%
Caucasian/White	151	40.92%	Certification (initial / renewal)	15	4.03%
Hispanic	20	5.42%	Self-improvement/pleasure	6	1.61%
Other race	31	8.40%	Job-related training	7	1.88%
Race - Prefer not to respond	23	6.23%	Other educational goal	14	3.76%
Total	369	100.00%	Total	372	100.00%
No Response	17		No Response	14	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Employment</b>	<b>N</b>	<b>%</b>
Day	329	90.14%	Full-time off campus	46	12.64%
Evening	22	6.03%	Part-time off campus	101	27.75%
Weekend	14	3.84%	Full-time on campus	9	2.47%
Total	365	100.00%	Part-time on campus	40	10.99%
No Response	21		Not employed	168	46.15%
			Total	364	100.00%
<b>Current Class Load</b>	<b>N</b>	<b>%</b>	No Response	22	
Full-time	278	75.14%			
Part-time	92	24.86%			
Total	370	100.00%			
No Response	16				

## Demographics

<b>Current Residence</b>			<b>How many hours a week are you employed at a job during the school year? (work study, part-time, full-time)</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Residence hall	1	0.28%	None	156	41.82%
Own house	54	14.92%	1-10 hours	52	13.94%
Rent room or apt off campus	149	41.16%	11-20 hours	76	20.38%
Parent's home	114	31.49%	21-30 hours	41	10.99%
Other residence	44	12.15%	31-40 hours	35	9.38%
Total	362	100.00%	More than 40 hours	13	3.49%
No Response	24		Total	373	100.00%
			No Response	13	
<b>Residence Classification</b>			<b>Institution Question 2</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
In-state	289	78.75%	Campus item 2 - Answer 1	0	0%
Out-of-state	13	3.54%	Campus item 2 - Answer 2	0	0%
International (not U.S. citizen)	65	17.71%	Campus item 2 - Answer 3	0	0%
Total	367	100.00%	Campus item 2 - Answer 4	0	0%
No Response	19		Campus item 2 - Answer 5	0	0%
			Campus item 2 - Answer 6	0	0%
			Total	0	100.00%
			No Response	386	
<b>Disabilities</b>			<b>Group Code</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Yes - Disability	35	9.54%	1000: Accounting	9	2.56%
No - Disability	332	90.46%	1010: Automotive	2	0.57%
Total	367	100.00%	1020: Biotechnology Lab Specialist	3	0.85%
No Response	19		1030: Business	32	9.12%
			1040: Business Technology	4	1.14%
			1050: Clean Energy Technology	2	0.57%
			1060: Criminal Justice	3	0.85%
			1070: Dental Hygiene	12	3.42%
			1080: Education	6	1.71%
			1090: Health Informatics and Information Management	3	0.85%
			1100: Manufacturing/Machnist Technology	18	5.13%
			1110: Medical Laboratory Technology	9	2.56%
			1120: Music Technology	10	2.85%
			1130: Nursing	35	9.97%
			1140: Nursing Assistant Certified	3	0.85%
			1150: Performing Arts/Digital Filmmaking	8	2.28%
			1170: Visual Communication Technology	19	5.41%
<b>Institution Was My</b>					
	<b>N</b>	<b>%</b>			
1st choice	272	74.32%			
2nd choice	70	19.13%			
3rd choice or lower	24	6.56%			
Total	366	100.00%			
No Response	20				

## Demographics

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1180: Transfer -- Arts/Humanities focus	28	7.98%
1190: Transfer -- Engineering focus	27	7.69%
1200: Transfer -- Science focus	44	12.54%
1210: Transfer -- Social science focus	32	9.12%
1220: Transfer -- Undecided	26	7.41%
1230: Undecided	16	4.56%
Total	351	100.00%
No Response	35	

## Institutional Summary

**Scales: In Order of Importance**

Scale	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising/Counseling	6.40	5.52 / 1.32	0.88	6.22	5.26 / 1.36	0.96	0.26 ***
Instructional Effectiveness	6.35	5.59 / 1.03	0.76	6.25	5.46 / 1.10	0.79	0.13 *
Admissions and Financial Aid	6.28	5.38 / 1.16	0.90	6.13	5.24 / 1.25	0.89	0.14 *
Concern for the Individual	6.28	5.44 / 1.21	0.84	6.15	5.28 / 1.25	0.87	0.16 *
Registration Effectiveness	6.27	5.61 / 0.98	0.66	6.23	5.49 / 1.07	0.74	0.12 *
Academic Services	6.24	5.75 / 1.01	0.49	6.12	5.56 / 1.07	0.56	0.19 ***
Safety and Security	6.20	5.00 / 1.26	1.20	6.08	5.15 / 1.21	0.93	-0.15 *
Campus Climate	6.13	5.52 / 1.04	0.61	6.05	5.37 / 1.11	0.68	0.15 **
Student Centeredness	6.12	5.54 / 1.12	0.58	6.06	5.43 / 1.18	0.63	0.11
Service Excellence	6.08	5.59 / 0.99	0.49	6.04	5.34 / 1.11	0.70	0.25 ***
Campus Support Services	5.76	5.38 / 1.20	0.38	5.57	5.05 / 1.21	0.52	0.33 ***
Responsiveness to Diverse Populations		5.56 / 1.21			5.56 / 1.26		0.00

\* 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 180574 records.

## Institutional Summary

### Items: In Order of Importance

Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
18. The quality of instruction I receive in most of my classes is excellent.	6.62	5.59 / 1.31	1.03	6.46	5.61 / 1.36	0.85	-0.02
32. My academic advisor is knowledgeable about my program requirements.	6.53	5.73 / 1.59	0.80	6.35	5.43 / 1.66	0.92	0.30 **
15. I am able to register for classes I need with few conflicts.	6.50	5.59 / 1.42	0.91	6.40	5.42 / 1.57	0.98	0.17 *
6. My academic advisor is approachable.	6.49	5.65 / 1.62	0.84	6.28	5.44 / 1.65	0.84	0.21 *
31. The campus is safe and secure for all students.	6.49	5.72 / 1.25	0.77	6.36	5.68 / 1.34	0.68	0.04
8. Classes are scheduled at times that are convenient for me.	6.47	5.44 / 1.45	1.03	6.46	5.52 / 1.51	0.94	-0.08
70. I am able to experience intellectual growth here.	6.47	5.95 / 1.16	0.52	6.38	5.79 / 1.33	0.59	0.16 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.46	5.49 / 1.63	0.97	6.22	5.19 / 1.67	1.03	0.30 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.46	5.86 / 1.24	0.60	6.37	5.72 / 1.34	0.65	0.14 *
7. Adequate financial aid is available for most students.	6.44	5.08 / 1.65	1.36	6.29	5.34 / 1.68	0.95	-0.26 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.48 / 1.47	0.96	6.29	5.45 / 1.50	0.84	0.03
52. This school does whatever it can to help me reach my educational goals.	6.44	5.41 / 1.44	1.03	6.27	5.30 / 1.52	0.97	0.11
66. Program requirements are clear and reasonable.	6.44	5.73 / 1.24	0.71	6.32	5.58 / 1.40	0.74	0.15 *
46. Faculty provide timely feedback about student progress in a course.	6.42	5.53 / 1.33	0.89	6.25	5.32 / 1.51	0.93	0.21 **
69. There is a good variety of courses provided on this campus.	6.40	5.78 / 1.26	0.62	6.35	5.67 / 1.42	0.68	0.11

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## Institutional Summary

### Items: In Order of Importance

Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.35	4.98 / 1.66	1.37	6.17	5.05 / 1.71	1.12	-0.07
61. Faculty are usually available after class and during office hours.	6.33	5.84 / 1.27	0.49	6.25	5.67 / 1.38	0.58	0.17 *
12. My academic advisor helps me set goals to work toward.	6.32	5.39 / 1.73	0.93	6.09	5.08 / 1.75	1.01	0.31 **
41. Admissions staff are knowledgeable.	6.32	5.69 / 1.38	0.63	6.22	5.45 / 1.45	0.77	0.24 **
80. Campus item: I access my course materials and/or college services using a mobile device like a phone, laptop, or tablet.	6.32	6.12 / 1.14	0.20				
25. My academic advisor is concerned about my success as an individual.	6.31	5.36 / 1.66	0.95	6.18	5.11 / 1.74	1.07	0.25 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.31	5.70 / 1.34	0.61	6.23	5.47 / 1.46	0.76	0.23 **
5. The personnel involved in registration are helpful.	6.30	5.73 / 1.35	0.57	6.23	5.36 / 1.60	0.87	0.37 ***
34. Computer labs are adequate and accessible.	6.30	5.92 / 1.28	0.38	6.23	5.66 / 1.43	0.57	0.26 ***
11. Security staff respond quickly in emergencies.	6.29	5.41 / 1.42	0.88	6.00	5.09 / 1.47	0.91	0.32 **
14. Library resources and services are adequate.	6.29	5.87 / 1.22	0.42	6.18	5.70 / 1.35	0.48	0.17 *
20. Financial aid counselors are helpful.	6.29	5.41 / 1.49	0.88	6.17	5.12 / 1.72	1.05	0.29 **
3. The quality of instruction in the vocational/technical programs is excellent.	6.28	5.49 / 1.38	0.79	6.10	5.42 / 1.37	0.68	0.07
36. Students are made to feel welcome on this campus.	6.28	5.79 / 1.28	0.49	6.22	5.64 / 1.37	0.58	0.15 *
23. Faculty are understanding of students' unique life circumstances.	6.27	5.54 / 1.35	0.73	6.19	5.29 / 1.54	0.90	0.25 **

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## Institutional Summary

### Items: In Order of Importance

Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
51. There are convenient ways of paying my school bill.	6.27	5.75 / 1.42	0.52	6.22	5.57 / 1.46	0.65	0.18 *
53. The assessment and course placement procedures are reasonable.	6.26	5.54 / 1.33	0.72	6.10	5.41 / 1.44	0.69	0.13
55. Academic support services adequately meet the needs of students.	6.26	5.46 / 1.37	0.80	6.09	5.35 / 1.41	0.74	0.11
2. Faculty care about me as an individual.	6.25	5.51 / 1.42	0.74	6.03	5.39 / 1.45	0.64	0.12
21. There are a sufficient number of study areas on campus.	6.25	5.69 / 1.42	0.56	6.07	5.51 / 1.50	0.56	0.18 *
28. It is an enjoyable experience to be a student on this campus.	6.25	5.68 / 1.39	0.57	6.20	5.55 / 1.45	0.65	0.13
42. The equipment in the lab facilities is kept up to date.	6.25	5.55 / 1.40	0.70	6.18	5.50 / 1.44	0.68	0.05
48. Counseling staff care about students as individuals.	6.25	5.60 / 1.32	0.65	6.11	5.26 / 1.55	0.85	0.34 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.25	4.98 / 1.63	1.27	6.22	4.96 / 1.75	1.26	0.02
50. Tutoring services are readily available.	6.22	5.67 / 1.41	0.55	6.10	5.55 / 1.45	0.55	0.12
63. I seldom get the "run-around" when seeking information on this campus.	6.22	5.35 / 1.54	0.87	6.10	5.11 / 1.68	0.99	0.24 **
22. People on this campus respect and are supportive of each other.	6.20	5.53 / 1.34	0.67	6.04	5.36 / 1.42	0.68	0.17 *
27. The campus staff are caring and helpful.	6.20	5.74 / 1.20	0.46	6.13	5.51 / 1.36	0.62	0.23 **
37. Faculty take into consideration student differences as they teach a course.	6.20	5.41 / 1.44	0.79	6.12	5.27 / 1.49	0.85	0.14
47. There are adequate services to help me decide upon a career.	6.20	5.32 / 1.53	0.88	6.11	5.25 / 1.51	0.86	0.07

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## Institutional Summary

### Items: In Order of Importance

Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
39. The amount of student parking space on campus is adequate.	6.19	3.82 / 2.00	2.37	6.20	4.58 / 1.99	1.62	-0.76 ***
43. Class change (drop/add) policies are reasonable.	6.19	5.54 / 1.50	0.65	6.17	5.54 / 1.47	0.63	0.00
54. Faculty are interested in my academic problems.	6.19	5.40 / 1.45	0.79	6.09	5.23 / 1.51	0.86	0.17 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.59 / 1.34	0.59	6.04	5.25 / 1.49	0.79	0.34 ***
45. This institution has a good reputation within the community.	6.17	5.87 / 1.22	0.30	6.11	5.67 / 1.39	0.44	0.20 **
64. Nearly all classes deal with practical experiences and applications.	6.17	5.51 / 1.32	0.66	6.13	5.46 / 1.39	0.67	0.05
68. On the whole, the campus is well-maintained.	6.17	5.96 / 1.29	0.21	6.23	5.85 / 1.31	0.38	0.11
16. The college shows concern for students as individuals.	6.16	5.29 / 1.49	0.87	6.15	5.15 / 1.58	1.00	0.14
30. The career services office provides students with the help they need to get a job.	6.16	5.25 / 1.40	0.91	5.97	5.02 / 1.52	0.95	0.23 *
60. Billing policies are reasonable.	6.16	5.46 / 1.41	0.70	6.13	5.43 / 1.46	0.70	0.03
9. Internships or practical experiences are provided in my degree/certificate program.	6.14	4.87 / 1.70	1.27	5.97	5.03 / 1.61	0.94	-0.16
26. Library staff are helpful and approachable.	6.12	6.02 / 1.16	0.10	6.02	5.62 / 1.39	0.40	0.40 ***
56. The business office is open during hours which are convenient for most students.	6.12	5.60 / 1.40	0.52	6.09	5.46 / 1.44	0.63	0.14
57. Administrators are approachable to students.	6.11	5.53 / 1.40	0.58	6.09	5.36 / 1.49	0.73	0.17 *
24. Parking lots are well-lighted and secure.	6.10	4.95 / 1.65	1.15	6.15	5.25 / 1.62	0.90	-0.30 ***

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National Group Means are based on 180574 records.



## Institutional Summary

### Items: In Order of Importance

Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Channels for expressing student complaints are readily available.	6.10	5.00 / 1.63	1.10	5.99	4.95 / 1.66	1.04	0.05
87. Cost as factor in decision to enroll.	6.08			6.34			
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.06	5.52 / 1.37	0.54	5.87	5.21 / 1.47	0.66	0.31 **
62. Bookstore staff are helpful.	6.04	5.72 / 1.31	0.32	6.09	5.62 / 1.47	0.47	0.10
71. Campus item: There is enough racial/ethnic diversity on campus for students to learn from each other's diverse perspectives.	6.04	5.83 / 1.29	0.21				
88. Financial aid as factor in decision to enroll.	5.95			6.09			
89. Academic reputation as factor in decision to enroll.	5.95			5.90			
59. New student orientation services help students adjust to college.	5.94	5.51 / 1.52	0.43	5.89	5.33 / 1.50	0.56	0.18
4. Security staff are helpful.	5.91	5.13 / 1.59	0.78	5.67	5.13 / 1.56	0.54	0.00
76. Campus item: Courses provide opportunities to learn about different world cultures.	5.86	5.67 / 1.33	0.19				
72. Campus item: Students can enrich their learning experiences through college events outside of coursework.	5.85	5.58 / 1.31	0.27				
75. Campus item: I am adequately informed about the college through my go.shoreline.edu email account.	5.84	6.05 / 1.20	-0.21				
79. Campus item: My interactions with other students have increased my awareness of other world cultures.	5.81	5.68 / 1.25	0.13				
38. The student center is a comfortable place for students to spend their leisure time.	5.76	5.51 / 1.38	0.25	5.77	5.33 / 1.47	0.44	0.18 *

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## Institutional Summary

### Items: In Order of Importance

Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
77. Campus item: During my course work, I have become more aware of global events.	5.76	5.41 / 1.43	0.35				
1. Most students feel a sense of belonging here.	5.75	5.22 / 1.37	0.53	5.58	5.35 / 1.40	0.23	-0.13
19. This campus provides effective support services for displaced homemakers.	5.73	5.25 / 1.46	0.48	5.25	4.84 / 1.43	0.41	0.41 ***
93. Geographic setting as factor in decision to enroll.	5.66			5.53			
78. Campus item: The college provides out-of-class opportunities to learn about world cultures and/or global events.	5.60	5.50 / 1.33	0.10				
73. Campus item: The college sponsors clubs and activities that fit with my interests.	5.49	5.14 / 1.49	0.35				
17. Personnel in the Veterans' Services program are helpful.	5.45	5.24 / 1.53	0.21	4.92	4.73 / 1.44	0.19	0.51 ***
44. I generally know what's happening on campus.	5.40	5.51 / 1.40	-0.11	5.62	5.09 / 1.55	0.53	0.42 ***
74. Campus item: Student parliament plays an important role in supporting students.	5.40	5.01 / 1.58	0.39				
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.40			5.44			
90. Size of institution as factor in decision to enroll.	5.22			5.22			
94. Campus appearance as factor in decision to enroll.	5.22			5.26			
92. Recommendations from family/friends as factor in decision to enroll.	4.95			4.96			
10. Child care facilities are available on campus.	4.85	5.44 / 1.50	-0.59	4.57	4.45 / 1.71	0.12	0.99 ***
91. Opportunity to play sports as factor in decision to enroll.	3.63			3.58			

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

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**Institutional Summary**  
**Items: In Order of Importance**

Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
81. Institution's commitment to part-time students?		5.58 / 1.34			5.65 / 1.37		-0.07
82. Institution's commitment to evening students?		5.34 / 1.51			5.55 / 1.44		-0.21 *
83. Institution's commitment to older, returning learners?		5.68 / 1.48			5.63 / 1.42		0.05
84. Institution's commitment to under-represented populations?		5.50 / 1.35			5.46 / 1.40		0.04
85. Institution's commitment to commuters?		5.44 / 1.48			5.45 / 1.47		-0.01
86. Institution's commitment to students with disabilities?		5.82 / 1.34			5.60 / 1.42		0.22 *

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

National Group Means are based on 180574 records.

## Institutional Summary

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

Scale/Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING/COUNSELING</b>	6.40	5.52 / 1.32	0.88	6.22	5.26 / 1.36	0.96	0.26 ***
6. My academic advisor is approachable.	6.49	5.65 / 1.62	0.84	6.28	5.44 / 1.65	0.84	0.21 *
12. My academic advisor helps me set goals to work toward.	6.32	5.39 / 1.73	0.93	6.09	5.08 / 1.75	1.01	0.31 **
25. My academic advisor is concerned about my success as an individual.	6.31	5.36 / 1.66	0.95	6.18	5.11 / 1.74	1.07	0.25 **
32. My academic advisor is knowledgeable about my program requirements.	6.53	5.73 / 1.59	0.80	6.35	5.43 / 1.66	0.92	0.30 **
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.46	5.49 / 1.63	0.97	6.22	5.19 / 1.67	1.03	0.30 **
48. Counseling staff care about students as individuals.	6.25	5.60 / 1.32	0.65	6.11	5.26 / 1.55	0.85	0.34 ***
52. This school does whatever it can to help me reach my educational goals.	6.44	5.41 / 1.44	1.03	6.27	5.30 / 1.52	0.97	0.11

\* 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 180574 records.

### Institutional Summary

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

Scale/Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC SERVICES</b>	6.24	5.75 / 1.01	0.49	6.12	5.56 / 1.07	0.56	0.19 ***
14. Library resources and services are adequate.	6.29	5.87 / 1.22	0.42	6.18	5.70 / 1.35	0.48	0.17 *
21. There are a sufficient number of study areas on campus.	6.25	5.69 / 1.42	0.56	6.07	5.51 / 1.50	0.56	0.18 *
26. Library staff are helpful and approachable.	6.12	6.02 / 1.16	0.10	6.02	5.62 / 1.39	0.40	0.40 ***
34. Computer labs are adequate and accessible.	6.30	5.92 / 1.28	0.38	6.23	5.66 / 1.43	0.57	0.26 ***
42. The equipment in the lab facilities is kept up to date.	6.25	5.55 / 1.40	0.70	6.18	5.50 / 1.44	0.68	0.05
50. Tutoring services are readily available.	6.22	5.67 / 1.41	0.55	6.10	5.55 / 1.45	0.55	0.12
55. Academic support services adequately meet the needs of students.	6.26	5.46 / 1.37	0.80	6.09	5.35 / 1.41	0.74	0.11

\* 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 180574 records.

## Institutional Summary

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

Scale/Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID</b>	6.28	5.38 / 1.16	0.90	6.13	5.24 / 1.25	0.89	0.14 *
7. Adequate financial aid is available for most students.	6.44	5.08 / 1.65	1.36	6.29	5.34 / 1.68	0.95	-0.26 **
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.35	4.98 / 1.66	1.37	6.17	5.05 / 1.71	1.12	-0.07
20. Financial aid counselors are helpful.	6.29	5.41 / 1.49	0.88	6.17	5.12 / 1.72	1.05	0.29 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.06	5.52 / 1.37	0.54	5.87	5.21 / 1.47	0.66	0.31 **
41. Admissions staff are knowledgeable.	6.32	5.69 / 1.38	0.63	6.22	5.45 / 1.45	0.77	0.24 **
49. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.59 / 1.34	0.59	6.04	5.25 / 1.49	0.79	0.34 ***

\* 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 180574 records.

## Institutional Summary

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

Scale/Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.13	5.52 / 1.04	0.61	6.05	5.37 / 1.11	0.68	0.15 **
1. Most students feel a sense of belonging here.	5.75	5.22 / 1.37	0.53	5.58	5.35 / 1.40	0.23	-0.13
2. Faculty care about me as an individual.	6.25	5.51 / 1.42	0.74	6.03	5.39 / 1.45	0.64	0.12
16. The college shows concern for students as individuals.	6.16	5.29 / 1.49	0.87	6.15	5.15 / 1.58	1.00	0.14
22. People on this campus respect and are supportive of each other.	6.20	5.53 / 1.34	0.67	6.04	5.36 / 1.42	0.68	0.17 *
27. The campus staff are caring and helpful.	6.20	5.74 / 1.20	0.46	6.13	5.51 / 1.36	0.62	0.23 **
28. It is an enjoyable experience to be a student on this campus.	6.25	5.68 / 1.39	0.57	6.20	5.55 / 1.45	0.65	0.13
31. The campus is safe and secure for all students.	6.49	5.72 / 1.25	0.77	6.36	5.68 / 1.34	0.68	0.04
36. Students are made to feel welcome on this campus.	6.28	5.79 / 1.28	0.49	6.22	5.64 / 1.37	0.58	0.15 *
44. I generally know what's happening on campus.	5.40	5.51 / 1.40	-0.11	5.62	5.09 / 1.55	0.53	0.42 ***
45. This institution has a good reputation within the community.	6.17	5.87 / 1.22	0.30	6.11	5.67 / 1.39	0.44	0.20 **
52. This school does whatever it can to help me reach my educational goals.	6.44	5.41 / 1.44	1.03	6.27	5.30 / 1.52	0.97	0.11
57. Administrators are approachable to students.	6.11	5.53 / 1.40	0.58	6.09	5.36 / 1.49	0.73	0.17 *
59. New student orientation services help students adjust to college.	5.94	5.51 / 1.52	0.43	5.89	5.33 / 1.50	0.56	0.18
63. I seldom get the "run-around" when seeking information on this campus.	6.22	5.35 / 1.54	0.87	6.10	5.11 / 1.68	0.99	0.24 **
67. Channels for expressing student complaints are readily available.	6.10	5.00 / 1.63	1.10	5.99	4.95 / 1.66	1.04	0.05

\* 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 180574 records.

## Institutional Summary

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

Scale/Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	5.76	5.38 / 1.20	0.38	5.57	5.05 / 1.21	0.52	0.33 ***
10. Child care facilities are available on campus.	4.85	5.44 / 1.50	-0.59	4.57	4.45 / 1.71	0.12	0.99 ***
17. Personnel in the Veterans' Services program are helpful.	5.45	5.24 / 1.53	0.21	4.92	4.73 / 1.44	0.19	0.51 ***
19. This campus provides effective support services for displaced homemakers.	5.73	5.25 / 1.46	0.48	5.25	4.84 / 1.43	0.41	0.41 ***
30. The career services office provides students with the help they need to get a job.	6.16	5.25 / 1.40	0.91	5.97	5.02 / 1.52	0.95	0.23 *
38. The student center is a comfortable place for students to spend their leisure time.	5.76	5.51 / 1.38	0.25	5.77	5.33 / 1.47	0.44	0.18 *
47. There are adequate services to help me decide upon a career.	6.20	5.32 / 1.53	0.88	6.11	5.25 / 1.51	0.86	0.07
59. New student orientation services help students adjust to college.	5.94	5.51 / 1.52	0.43	5.89	5.33 / 1.50	0.56	0.18

\* 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 180574 records.



## Institutional Summary

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

Scale/Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.28	5.44 / 1.21	0.84	6.15	5.28 / 1.25	0.87	0.16 *
2. Faculty care about me as an individual.	6.25	5.51 / 1.42	0.74	6.03	5.39 / 1.45	0.64	0.12
16. The college shows concern for students as individuals.	6.16	5.29 / 1.49	0.87	6.15	5.15 / 1.58	1.00	0.14
25. My academic advisor is concerned about my success as an individual.	6.31	5.36 / 1.66	0.95	6.18	5.11 / 1.74	1.07	0.25 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.48 / 1.47	0.96	6.29	5.45 / 1.50	0.84	0.03
48. Counseling staff care about students as individuals.	6.25	5.60 / 1.32	0.65	6.11	5.26 / 1.55	0.85	0.34 ***

\* 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 180574 records.

## Institutional Summary

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

Scale/Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.35	5.59 / 1.03	0.76	6.25	5.46 / 1.10	0.79	0.13 *
2. Faculty care about me as an individual.	6.25	5.51 / 1.42	0.74	6.03	5.39 / 1.45	0.64	0.12
18. The quality of instruction I receive in most of my classes is excellent.	6.62	5.59 / 1.31	1.03	6.46	5.61 / 1.36	0.85	-0.02
23. Faculty are understanding of students' unique life circumstances.	6.27	5.54 / 1.35	0.73	6.19	5.29 / 1.54	0.90	0.25 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.48 / 1.47	0.96	6.29	5.45 / 1.50	0.84	0.03
37. Faculty take into consideration student differences as they teach a course.	6.20	5.41 / 1.44	0.79	6.12	5.27 / 1.49	0.85	0.14
46. Faculty provide timely feedback about student progress in a course.	6.42	5.53 / 1.33	0.89	6.25	5.32 / 1.51	0.93	0.21 **
54. Faculty are interested in my academic problems.	6.19	5.40 / 1.45	0.79	6.09	5.23 / 1.51	0.86	0.17 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.46	5.86 / 1.24	0.60	6.37	5.72 / 1.34	0.65	0.14 *
61. Faculty are usually available after class and during office hours.	6.33	5.84 / 1.27	0.49	6.25	5.67 / 1.38	0.58	0.17 *
64. Nearly all classes deal with practical experiences and applications.	6.17	5.51 / 1.32	0.66	6.13	5.46 / 1.39	0.67	0.05
65. Students are notified early in the term if they are doing poorly in a class.	6.25	4.98 / 1.63	1.27	6.22	4.96 / 1.75	1.26	0.02
66. Program requirements are clear and reasonable.	6.44	5.73 / 1.24	0.71	6.32	5.58 / 1.40	0.74	0.15 *

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

National Group Means are based on 180574 records.

### Institutional Summary

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

Scale/Item	Shoreline Community 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.	6.40	5.78 / 1.26	0.62	6.35	5.67 / 1.42	0.68	0.11
70. I am able to experience intellectual growth here.	6.47	5.95 / 1.16	0.52	6.38	5.79 / 1.33	0.59	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 180574 records.

### Institutional Summary

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

Scale/Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.27	5.61 / 0.98	0.66	6.23	5.49 / 1.07	0.74	0.12 *
5. The personnel involved in registration are helpful.	6.30	5.73 / 1.35	0.57	6.23	5.36 / 1.60	0.87	0.37 ***
8. Classes are scheduled at times that are convenient for me.	6.47	5.44 / 1.45	1.03	6.46	5.52 / 1.51	0.94	-0.08
15. I am able to register for classes I need with few conflicts.	6.50	5.59 / 1.42	0.91	6.40	5.42 / 1.57	0.98	0.17 *
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.31	5.70 / 1.34	0.61	6.23	5.47 / 1.46	0.76	0.23 **
43. Class change (drop/add) policies are reasonable.	6.19	5.54 / 1.50	0.65	6.17	5.54 / 1.47	0.63	0.00
51. There are convenient ways of paying my school bill.	6.27	5.75 / 1.42	0.52	6.22	5.57 / 1.46	0.65	0.18 *
56. The business office is open during hours which are convenient for most students.	6.12	5.60 / 1.40	0.52	6.09	5.46 / 1.44	0.63	0.14
60. Billing policies are reasonable.	6.16	5.46 / 1.41	0.70	6.13	5.43 / 1.46	0.70	0.03
62. Bookstore staff are helpful.	6.04	5.72 / 1.31	0.32	6.09	5.62 / 1.47	0.47	0.10

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

National Group Means are based on 180574 records.

### Institutional Summary

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

Scale/Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.56 / 1.21			5.56 / 1.26		0.00
81. Institution's commitment to part-time students?		5.58 / 1.34			5.65 / 1.37		-0.07
82. Institution's commitment to evening students?		5.34 / 1.51			5.55 / 1.44		-0.21 *
83. Institution's commitment to older, returning learners?		5.68 / 1.48			5.63 / 1.42		0.05
84. Institution's commitment to under-represented populations?		5.50 / 1.35			5.46 / 1.40		0.04
85. Institution's commitment to commuters?		5.44 / 1.48			5.45 / 1.47		-0.01
86. Institution's commitment to students with disabilities?		5.82 / 1.34			5.60 / 1.42		0.22 *

\* 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 180574 records.

**Institutional Summary**

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

Scale/Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.20	5.00 / 1.26	1.20	6.08	5.15 / 1.21	0.93	-0.15 *
4. Security staff are helpful.	5.91	5.13 / 1.59	0.78	5.67	5.13 / 1.56	0.54	0.00
11. Security staff respond quickly in emergencies.	6.29	5.41 / 1.42	0.88	6.00	5.09 / 1.47	0.91	0.32 **
24. Parking lots are well-lighted and secure.	6.10	4.95 / 1.65	1.15	6.15	5.25 / 1.62	0.90	-0.30 ***
31. The campus is safe and secure for all students.	6.49	5.72 / 1.25	0.77	6.36	5.68 / 1.34	0.68	0.04
39. The amount of student parking space on campus is adequate.	6.19	3.82 / 2.00	2.37	6.20	4.58 / 1.99	1.62	-0.76 ***

\* 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 180574 records.

## Institutional Summary

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

Scale/Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.08	5.59 / 0.99	0.49	6.04	5.34 / 1.11	0.70	0.25 ***
5. The personnel involved in registration are helpful.	6.30	5.73 / 1.35	0.57	6.23	5.36 / 1.60	0.87	0.37 ***
22. People on this campus respect and are supportive of each other.	6.20	5.53 / 1.34	0.67	6.04	5.36 / 1.42	0.68	0.17 *
26. Library staff are helpful and approachable.	6.12	6.02 / 1.16	0.10	6.02	5.62 / 1.39	0.40	0.40 ***
27. The campus staff are caring and helpful.	6.20	5.74 / 1.20	0.46	6.13	5.51 / 1.36	0.62	0.23 **
44. I generally know what's happening on campus.	5.40	5.51 / 1.40	-0.11	5.62	5.09 / 1.55	0.53	0.42 ***
57. Administrators are approachable to students.	6.11	5.53 / 1.40	0.58	6.09	5.36 / 1.49	0.73	0.17 *
62. Bookstore staff are helpful.	6.04	5.72 / 1.31	0.32	6.09	5.62 / 1.47	0.47	0.10
63. I seldom get the "run-around" when seeking information on this campus.	6.22	5.35 / 1.54	0.87	6.10	5.11 / 1.68	0.99	0.24 **
67. Channels for expressing student complaints are readily available.	6.10	5.00 / 1.63	1.10	5.99	4.95 / 1.66	1.04	0.05

\* 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 180574 records.

### Institutional Summary

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

Scale/Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.12	5.54 / 1.12	0.58	6.06	5.43 / 1.18	0.63	0.11
1. Most students feel a sense of belonging here.	5.75	5.22 / 1.37	0.53	5.58	5.35 / 1.40	0.23	-0.13
16. The college shows concern for students as individuals.	6.16	5.29 / 1.49	0.87	6.15	5.15 / 1.58	1.00	0.14
27. The campus staff are caring and helpful.	6.20	5.74 / 1.20	0.46	6.13	5.51 / 1.36	0.62	0.23 **
28. It is an enjoyable experience to be a student on this campus.	6.25	5.68 / 1.39	0.57	6.20	5.55 / 1.45	0.65	0.13
36. Students are made to feel welcome on this campus.	6.28	5.79 / 1.28	0.49	6.22	5.64 / 1.37	0.58	0.15 *
57. Administrators are approachable to students.	6.11	5.53 / 1.40	0.58	6.09	5.36 / 1.49	0.73	0.17 *

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

National Group Means are based on 180574 records.



**Institutional Summary****Items: In Sequential Order**

Item	Shoreline Community 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.	5.75	5.22 / 1.37	0.53	5.58	5.35 / 1.40	0.23	-0.13
2. Faculty care about me as an individual.	6.25	5.51 / 1.42	0.74	6.03	5.39 / 1.45	0.64	0.12
3. The quality of instruction in the vocational/technical programs is excellent.	6.28	5.49 / 1.38	0.79	6.10	5.42 / 1.37	0.68	0.07
4. Security staff are helpful.	5.91	5.13 / 1.59	0.78	5.67	5.13 / 1.56	0.54	0.00
5. The personnel involved in registration are helpful.	6.30	5.73 / 1.35	0.57	6.23	5.36 / 1.60	0.87	0.37 ***
6. My academic advisor is approachable.	6.49	5.65 / 1.62	0.84	6.28	5.44 / 1.65	0.84	0.21 *
7. Adequate financial aid is available for most students.	6.44	5.08 / 1.65	1.36	6.29	5.34 / 1.68	0.95	-0.26 **
8. Classes are scheduled at times that are convenient for me.	6.47	5.44 / 1.45	1.03	6.46	5.52 / 1.51	0.94	-0.08
9. Internships or practical experiences are provided in my degree/certificate program.	6.14	4.87 / 1.70	1.27	5.97	5.03 / 1.61	0.94	-0.16
10. Child care facilities are available on campus.	4.85	5.44 / 1.50	-0.59	4.57	4.45 / 1.71	0.12	0.99 ***
11. Security staff respond quickly in emergencies.	6.29	5.41 / 1.42	0.88	6.00	5.09 / 1.47	0.91	0.32 **
12. My academic advisor helps me set goals to work toward.	6.32	5.39 / 1.73	0.93	6.09	5.08 / 1.75	1.01	0.31 **
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.35	4.98 / 1.66	1.37	6.17	5.05 / 1.71	1.12	-0.07
14. Library resources and services are adequate.	6.29	5.87 / 1.22	0.42	6.18	5.70 / 1.35	0.48	0.17 *
15. I am able to register for classes I need with few conflicts.	6.50	5.59 / 1.42	0.91	6.40	5.42 / 1.57	0.98	0.17 *
16. The college shows concern for students as individuals.	6.16	5.29 / 1.49	0.87	6.15	5.15 / 1.58	1.00	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 180574 records.

## Institutional Summary

### Items: In Sequential Order

Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.45	5.24 / 1.53	0.21	4.92	4.73 / 1.44	0.19	0.51 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.62	5.59 / 1.31	1.03	6.46	5.61 / 1.36	0.85	-0.02
19. This campus provides effective support services for displaced homemakers.	5.73	5.25 / 1.46	0.48	5.25	4.84 / 1.43	0.41	0.41 ***
20. Financial aid counselors are helpful.	6.29	5.41 / 1.49	0.88	6.17	5.12 / 1.72	1.05	0.29 **
21. There are a sufficient number of study areas on campus.	6.25	5.69 / 1.42	0.56	6.07	5.51 / 1.50	0.56	0.18 *
22. People on this campus respect and are supportive of each other.	6.20	5.53 / 1.34	0.67	6.04	5.36 / 1.42	0.68	0.17 *
23. Faculty are understanding of students' unique life circumstances.	6.27	5.54 / 1.35	0.73	6.19	5.29 / 1.54	0.90	0.25 **
24. Parking lots are well-lighted and secure.	6.10	4.95 / 1.65	1.15	6.15	5.25 / 1.62	0.90	-0.30 ***
25. My academic advisor is concerned about my success as an individual.	6.31	5.36 / 1.66	0.95	6.18	5.11 / 1.74	1.07	0.25 **
26. Library staff are helpful and approachable.	6.12	6.02 / 1.16	0.10	6.02	5.62 / 1.39	0.40	0.40 ***
27. The campus staff are caring and helpful.	6.20	5.74 / 1.20	0.46	6.13	5.51 / 1.36	0.62	0.23 **
28. It is an enjoyable experience to be a student on this campus.	6.25	5.68 / 1.39	0.57	6.20	5.55 / 1.45	0.65	0.13
29. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.48 / 1.47	0.96	6.29	5.45 / 1.50	0.84	0.03
30. The career services office provides students with the help they need to get a job.	6.16	5.25 / 1.40	0.91	5.97	5.02 / 1.52	0.95	0.23 *
31. The campus is safe and secure for all students.	6.49	5.72 / 1.25	0.77	6.36	5.68 / 1.34	0.68	0.04

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

National Group Means are based on 180574 records.

## Institutional Summary

### Items: In Sequential Order

Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.53	5.73 / 1.59	0.80	6.35	5.43 / 1.66	0.92	0.30 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.06	5.52 / 1.37	0.54	5.87	5.21 / 1.47	0.66	0.31 **
34. Computer labs are adequate and accessible.	6.30	5.92 / 1.28	0.38	6.23	5.66 / 1.43	0.57	0.26 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.31	5.70 / 1.34	0.61	6.23	5.47 / 1.46	0.76	0.23 **
36. Students are made to feel welcome on this campus.	6.28	5.79 / 1.28	0.49	6.22	5.64 / 1.37	0.58	0.15 *
37. Faculty take into consideration student differences as they teach a course.	6.20	5.41 / 1.44	0.79	6.12	5.27 / 1.49	0.85	0.14
38. The student center is a comfortable place for students to spend their leisure time.	5.76	5.51 / 1.38	0.25	5.77	5.33 / 1.47	0.44	0.18 *
39. The amount of student parking space on campus is adequate.	6.19	3.82 / 2.00	2.37	6.20	4.58 / 1.99	1.62	-0.76 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.46	5.49 / 1.63	0.97	6.22	5.19 / 1.67	1.03	0.30 **
41. Admissions staff are knowledgeable.	6.32	5.69 / 1.38	0.63	6.22	5.45 / 1.45	0.77	0.24 **
42. The equipment in the lab facilities is kept up to date.	6.25	5.55 / 1.40	0.70	6.18	5.50 / 1.44	0.68	0.05
43. Class change (drop/add) policies are reasonable.	6.19	5.54 / 1.50	0.65	6.17	5.54 / 1.47	0.63	0.00
44. I generally know what's happening on campus.	5.40	5.51 / 1.40	-0.11	5.62	5.09 / 1.55	0.53	0.42 ***
45. This institution has a good reputation within the community.	6.17	5.87 / 1.22	0.30	6.11	5.67 / 1.39	0.44	0.20 **
46. Faculty provide timely feedback about student progress in a course.	6.42	5.53 / 1.33	0.89	6.25	5.32 / 1.51	0.93	0.21 **

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

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## Institutional Summary

### Items: In Sequential Order

Item	Shoreline Community 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.	6.20	5.32 / 1.53	0.88	6.11	5.25 / 1.51	0.86	0.07
48. Counseling staff care about students as individuals.	6.25	5.60 / 1.32	0.65	6.11	5.26 / 1.55	0.85	0.34 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.59 / 1.34	0.59	6.04	5.25 / 1.49	0.79	0.34 ***
50. Tutoring services are readily available.	6.22	5.67 / 1.41	0.55	6.10	5.55 / 1.45	0.55	0.12
51. There are convenient ways of paying my school bill.	6.27	5.75 / 1.42	0.52	6.22	5.57 / 1.46	0.65	0.18 *
52. This school does whatever it can to help me reach my educational goals.	6.44	5.41 / 1.44	1.03	6.27	5.30 / 1.52	0.97	0.11
53. The assessment and course placement procedures are reasonable.	6.26	5.54 / 1.33	0.72	6.10	5.41 / 1.44	0.69	0.13
54. Faculty are interested in my academic problems.	6.19	5.40 / 1.45	0.79	6.09	5.23 / 1.51	0.86	0.17 *
55. Academic support services adequately meet the needs of students.	6.26	5.46 / 1.37	0.80	6.09	5.35 / 1.41	0.74	0.11
56. The business office is open during hours which are convenient for most students.	6.12	5.60 / 1.40	0.52	6.09	5.46 / 1.44	0.63	0.14
57. Administrators are approachable to students.	6.11	5.53 / 1.40	0.58	6.09	5.36 / 1.49	0.73	0.17 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.46	5.86 / 1.24	0.60	6.37	5.72 / 1.34	0.65	0.14 *
59. New student orientation services help students adjust to college.	5.94	5.51 / 1.52	0.43	5.89	5.33 / 1.50	0.56	0.18
60. Billing policies are reasonable.	6.16	5.46 / 1.41	0.70	6.13	5.43 / 1.46	0.70	0.03
61. Faculty are usually available after class and during office hours.	6.33	5.84 / 1.27	0.49	6.25	5.67 / 1.38	0.58	0.17 *

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**Institutional Summary****Items: In Sequential Order**

Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.04	5.72 / 1.31	0.32	6.09	5.62 / 1.47	0.47	0.10
63. I seldom get the "run-around" when seeking information on this campus.	6.22	5.35 / 1.54	0.87	6.10	5.11 / 1.68	0.99	0.24 **
64. Nearly all classes deal with practical experiences and applications.	6.17	5.51 / 1.32	0.66	6.13	5.46 / 1.39	0.67	0.05
65. Students are notified early in the term if they are doing poorly in a class.	6.25	4.98 / 1.63	1.27	6.22	4.96 / 1.75	1.26	0.02
66. Program requirements are clear and reasonable.	6.44	5.73 / 1.24	0.71	6.32	5.58 / 1.40	0.74	0.15 *
67. Channels for expressing student complaints are readily available.	6.10	5.00 / 1.63	1.10	5.99	4.95 / 1.66	1.04	0.05
68. On the whole, the campus is well-maintained.	6.17	5.96 / 1.29	0.21	6.23	5.85 / 1.31	0.38	0.11
69. There is a good variety of courses provided on this campus.	6.40	5.78 / 1.26	0.62	6.35	5.67 / 1.42	0.68	0.11
70. I am able to experience intellectual growth here.	6.47	5.95 / 1.16	0.52	6.38	5.79 / 1.33	0.59	0.16 *
71. Campus item: There is enough racial/ethnic diversity on campus for students to learn from each other's diverse perspectives.	6.04	5.83 / 1.29	0.21				
72. Campus item: Students can enrich their learning experiences through college events outside of coursework.	5.85	5.58 / 1.31	0.27				
73. Campus item: The college sponsors clubs and activities that fit with my interests.	5.49	5.14 / 1.49	0.35				
74. Campus item: Student parliament plays an important role in supporting students.	5.40	5.01 / 1.58	0.39				
75. Campus item: I am adequately informed about the college through my go.shoreline.edu email account.	5.84	6.05 / 1.20	-0.21				

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

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

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## Institutional Summary

### Items: In Sequential Order

Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item: Courses provide opportunities to learn about different world cultures.	5.86	5.67 / 1.33	0.19				
77. Campus item: During my course work, I have become more aware of global events.	5.76	5.41 / 1.43	0.35				
78. Campus item: The college provides out-of-class opportunities to learn about world cultures and/or global events.	5.60	5.50 / 1.33	0.10				
79. Campus item: My interactions with other students have increased my awareness of other world cultures.	5.81	5.68 / 1.25	0.13				
80. Campus item: I access my course materials and/or college services using a mobile device like a phone, laptop, or tablet.	6.32	6.12 / 1.14	0.20				
81. Institution's commitment to part-time students?		5.58 / 1.34			5.65 / 1.37		-0.07
82. Institution's commitment to evening students?		5.34 / 1.51			5.55 / 1.44		-0.21 *
83. Institution's commitment to older, returning learners?		5.68 / 1.48			5.63 / 1.42		0.05
84. Institution's commitment to under-represented populations?		5.50 / 1.35			5.46 / 1.40		0.04
85. Institution's commitment to commuters?		5.44 / 1.48			5.45 / 1.47		-0.01
86. Institution's commitment to students with disabilities?		5.82 / 1.34			5.60 / 1.42		0.22 *
87. Cost as factor in decision to enroll.	6.08			6.34			
88. Financial aid as factor in decision to enroll.	5.95			6.09			
89. Academic reputation as factor in decision to enroll.	5.95			5.90			
90. Size of institution as factor in decision to enroll.	5.22			5.22			

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**Institutional Summary**  
**Items: In Sequential Order**

Item	Shoreline Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
91. Opportunity to play sports as factor in decision to enroll.	3.63			3.58			
92. Recommendations from family/friends as factor in decision to enroll.	4.95			4.96			
93. Geographic setting as factor in decision to enroll.	5.66			5.53			
94. Campus appearance as factor in decision to enroll.	5.22			5.26			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.40			5.44			

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## Institutional Summary

### Summary Items

Summary Item	Shoreline Community College - SSI	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.84 1% 2% 7% 28% 31% 13% 14%	Average: 4.84 1% 1% 6% 35% 24% 12% 16%	0.00
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.51 1% 2% 3% 10% 19% 41% 20%	Average: 5.47 1% 2% 5% 11% 16% 40% 21%	0.04
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.81 1% 2% 3% 7% 13% 33% 38%	Average: 5.72 2% 4% 3% 8% 10% 30% 39%	0.09