



Arizona Western College - 11/2010

Student Satisfaction Inventory Form B

Institutional Summary

Item	Arizona Western College			National Community Colleges (Form B)			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
1. The campus staff are caring and helpful.	914 < ###	#8 18 4 #2#1 16 5 #	3 19 ; #	916 8 ###	#8 19 3 #2#1 16 9 #	3 1: 8 #	03 13 < *
2. Classes are scheduled at times that are convenient for me.	917 : ###	#8 18 8 #2#1 17 8 #	3 1< 5 #	918 9 ###	#8 18 6 #2#1 17 6 #	4 13 6 #	#3 13 5
3. My academic advisor is available when I need help.	914 3 ###	#8 13 8 #2#1 18 9 #	4 13 8 #	915 3 ###	#8 16 4 #2#1 19 3 #	3 1; < #	03 15 9 ***
4. Security staff respond quickly to calls for assistance.	81; 6 ###	#8 13 < #2#1 16 8 #	3 1: 7 #	913 7 ###	#8 14 7 #2#1 17 9 #	3 1< 3 #	03 13 8
5. Financial aid awards are announced in time to be helpful in college planning.	915 8 ###	#8 14 6 #2#1 19 7 #	4 14 5 #	915 4 ###	#8 14 5 #2#1 19 9 #	4 13 < #	#3 13 4
6. Library resources and services are adequate.	914 4 ###	#8 18 5 #2#1 16 8 #	3 18 < #	914 6 ###	#8 19 : #2#1 16 6 #	3 17 9 #	03 14 8 ***
7. Admissions staff provide personalized attention prior to enrollment.	81< < ###	#8 14 6 #2#1 17 : #	3 1; 9 #	914 4 ###	#8 15 9 #2#1 18 8 #	3 1; 8 #	03 14 6 **
8. The quality of instruction I receive in most of my classes is excellent.	918 4 ###	#8 1: 9 #2#1 15 5 #	3 1: 8 #	919 4 ###	#8 1: 4 #2#1 16 7 #	3 1< 3 #	#3 13 8
9. I am able to register for the classes I need with few conflicts.	916 8 ###	#8 15 6 #2#1 18 ; #	4 14 5 #	918 7 ###	#8 17 : #2#1 18 6 #	4 13 : #	03 15 7 ***
10. Parking lots are well-lighted and secure.	913 ; ###	#8 14 < #2#1 19 4 #	3 1; < #	914 : ###	#8 16 4 #2#1 18 9 #	3 1; 9 #	03 14 5 **
11. Counseling services are available if I need them.	913 9 ###	#8 14 : #2#1 17 6 #	3 1; < #	81< ; ###	#8 16 8 #2#1 17 7 #	3 19 6 #	03 14 ; ***
12. Faculty are fair and unbiased in their treatment of individual students.	915 8 ###	#8 18 ; #2#1 16 3 #	3 19 : #	917 6 ###	#8 18 ; #2#1 17 9 #	3 1; 8 #	#3 13 3
13. The campus is safe and secure for all students.	917 4 ###	#8 1: ; #2#1 15 3 #	3 19 6 #	917 < ###	#8 1: 8 #2#1 16 3 #	3 1: 7 #	#3 13 6
14. My academic advisor is knowledgeable about my program requirements.	915 ; ###	#8 14 ; #2#1 18 7 #	4 14 3 #	917 9 ###	#8 18 3 #2#1 18 ; #	3 1< 9 #	03 16 5 ***
15. Financial aid counseling is available if I need it.	914 < ###	#8 14 < #2#1 18 5 #	4 13 3 #	915 8 ###	#8 16 8 #2#1 18 9 #	3 1< 3 #	03 14 9 ***
16. My advisor helps me apply my program of study to career goals.	914 < ###	#8 13 3 #2#1 19 9 #	4 14 < #	915 < ###	#8 15 9 #2#1 19 9 #	4 13 6 #	03 15 9 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	81; 9 ###	#7 1< 8 #2#1 17 9 #	3 1< 4 #	913 9 ###	#8 14 9 #2#1 18 4 #	3 1< 3 #	03 15 4 ***
18. Computer labs are adequate and accessible.	916 4 ###	#8 1; 7 #2#1 16 8 #	3 17 : #	916 6 ###	#8 1: 7 #2#1 17 5 #	3 18 < #	#3 14 3 *
19. Registration processes and procedures are convenient.	916 7 ###	#8 16 < #2#1 17 < #	3 1< 8 #	917 7 ###	#8 18 < #2#1 17 : #	3 1; 8 #	03 15 3 ***
20. Students are made to feel welcome here.	916 6 ###	#8 1: 8 #2#1 15 ; #	3 18 ; #	917 3 ###	#8 1: ; #2#1 16 9 #	3 19 5 #	03 13 6
21. The amount of student parking space on campus is adequate.	915 6 ###	#7 15 7 #2#1 1< 7 #	4 1< < #	916 7 ###	#7 16 7 #2#1 13 7 #	5 13 3 #	03 14 3
22. My academic advisor is knowledgeable about transfer requirements of other schools.	914 7 ###	#7 1< 6 #2#1 18 4 #	4 15 4 #	915 ; ###	#8 14 9 #2#1 19 5 #	4 14 5 #	03 15 6 ***
23. This institution helps me identify resources to finance my education.	915 : ###	#8 13 5 #2#1 18 ; #	4 15 8 #	915 < ###	#8 13 < #2#1 19 9 #	4 15 3 #	03 13 :
24. The equipment in the lab facilities is kept up to date.	915 3 ###	#8 17 : #2#1 16 8 #	3 1: 6 #	916 6 ###	#8 18 7 #2#1 17 8 #	3 1: < #	03 13 :
25. Faculty provide timely feedback about my academic progress.	915 9 ###	#8 15 8 #2#1 17 9 #	4 13 4 #	917 5 ###	#8 17 4 #2#1 17 ; #	4 13 4 #	03 14 9 ***
26. There are adequate services to help me decide upon a career.	915 3 ###	#8 14 4 #2#1 17 < #	4 13 < #	915 7 ###	#8 16 6 #2#1 17 9 #	3 1< 4 #	03 15 5 ***

27. Tutoring services are readily available.	9148###	#8189#2#116<#	318<#	9148###	#8188#2#1177#	3193#	#8134
28. This campus provides online access to services I need.	9168###	#81:9#2#1168#	318<#	916;###	#81:8#2#1163#	3186#	0313< *
29. There are convenient ways of paying my school bill.	915;###	#817: #2#1177#	31;4#	9168###	#81:5#2#1175#	3196#	03158 ***
30. The assessment and course placement procedures are reasonable.	9144###	#8177#2#1165#	319: #	9153###	#8179#2#1174#	31:7#	03135
31. Faculty use a variety of technology and media in the classroom.	9137###	#819; #2#1157#	3169#	9138###	#8195#2#1166#	3176#	#8139
32. I am able to take care of college-related business at times that are convenient for me.	915;###	#8175#2#1173#	31;9#	9169###	#8183#2#1177#	31;9#	0313; *
33. Administrators are available to hear students' concerns.	9149###	#8138#2#1185#	4144#	9157###	#8153#2#118<#	4137#	03148 **
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	9159###	#8197#2#1164#	3195#	916:###	#81:8#2#116: #	3195#	03144 **
35. I receive ongoing feedback about progress toward my academic goals.	9143###	#71<5#2#118: #	414; #	915:###	#8139#2#1197#	4154#	03147 **
36. Tuition paid is a worthwhile investment.	9168###	#8193#2#1168#	31:8#	9183###	#81:5#2#1175#	31:; #	03145 **
37. I seldom get the "run-around" when seeking information on this campus.	81<<###	#71<9#2#118: #	4136#	9163###	#8138#2#11:7#	4158#	0313<
38. Most classes deal with practical experiences and applications.	913:###	#8179#2#115: #	3194#	9163###	#8194#2#115<#	319<#	03148 ***
39. On the whole, the campus is well-maintained.	9154###	#81; ;#2#114: #	3166#	9165###	#81;6#2#1163#	317<#	#8138
40. There are sufficient courses within my program of study available each term.	916<###	#813<#2#119; #	4163#	9183###	#816<#2#118: #	4144#	03163 ***
41. Campus item 1	81:5###	#71:9#2#1185#	31<9#				
42. Campus item 2	9168###	#8147#2#1198#	4154#				
43. Campus item 3	8179###	#71; :#2#1177#	318<#				
44. Campus item 4	9146###	#8154#2#1187#	31<5#				
45. Campus item 5	81:6###	#817: #2#1169#	3159#				
46. Campus item 6	814<###	#71<4#2#1175#	315; #				
47. Campus item 7	9175###	#81<#2#1163#	3176#				
48. Campus item 8	81<7###	#8195#2#116<#	3165#				
49. Campus item 9	81; <###	#8178#2#119: #	3177#				
50. Campus item 10	81<;###	#814<#2#11:6#	31:<#				
51. Cost as factor in decision to enroll.	9175###			9178###			
52. Financial assistance as factor in decision to enroll.	9173###			9149###			
53. Academic reputation as factor in decision to enroll.	81; <###			9138###			
54. Future career opportunities as factor in decision to enroll.	9169###			916:###			
55. Personal recommendations as factor in decision to enroll.	81:8###			81;5###			
56. Distance from campus as factor in decision to enroll.	9148###			9147###			
57. Information on the campus Web site as factor in decision to enroll.	81;7###			81:;###			
58. Campus visits as factor in decision to enroll.	816<###			8169###			

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