



Arizona Western College vs Western Comparison - 11/2010

Student Satisfaction Inventory Form B

Institutional Summary

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

27. Tutoring services are readily available.	9 14 8 ###	#8 18 9 #2#4 16 < #	3 18 < #	9 13 5 ###	#8 17 6 #2#4 17 6 #	3 18 < #	#8 14 6 **
28. This campus provides online access to services I need.	9 16 8 ###	#8 1: 9 #2#4 16 8 #	3 18 < #				
29. There are convenient ways of paying my school bill.	9 15 ; ###	#8 17 : #2#4 17 7 #	3 1; 4 #	9 14 8 ###	#8 17 9 #2#4 17 ; #	3 19 < #	#8 13 4
30. The assessment and course placement procedures are reasonable.	9 14 4 ###	#8 17 7 #2#4 16 5 #	3 19 : #	9 13 5 ###	#8 15 9 #2#4 17 7 #	3 1: 9 #	#8 14 ; ***
31. Faculty use a variety of technology and media in the classroom.	9 13 7 ###	#8 19 ; #2#4 15 7 #	3 16 9 #				
32. I am able to take care of college-related business at times that are convenient for me.	9 15 ; ###	#8 17 5 #2#4 17 3 #	3 1; 9 #	9 13 3 ###	#8 15 < #2#4 17 8 #	3 1: 4 #	#8 14 6 **
33. Administrators are available to hear students' concerns.	9 14 9 ###	#8 13 8 #2#4 18 5 #	4 14 4 #	8 1< 9 ###	#8 14 9 #2#4 17 ; #	3 1; 3 #	03 14 4 *
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	9 15 9 ###	#8 19 7 #2#4 16 4 #	3 19 5 #	9 14 < ###	#8 18 9 #2#4 16 ; #	3 19 6 #	#8 13 ; *
35. I receive ongoing feedback about progress toward my academic goals.	9 14 3 ###	#7 1< 5 #2#4 18 : #	4 14 ; #				
36. Tuition paid is a worthwhile investment.	9 16 8 ###	#8 19 3 #2#4 16 8 #	3 1: 8 #				
37. I seldom get the "run-around" when seeking information on this campus.	8 1< < ###	#7 1< 9 #2#4 18 : #	4 13 6 #	9 13 9 ###	#8 13 5 #2#4 19 8 #	4 13 7 #	03 13 9
38. Most classes deal with practical experiences and applications.	9 13 : ###	#8 17 9 #2#4 15 : #	3 19 4 #	9 13 7 ###	#8 16 8 #2#4 16 9 #	3 19 < #	#8 14 4 **
39. On the whole, the campus is well-maintained.	9 15 4 ###	#8 1; ; #2#4 14 : #	3 16 6 #	9 14 8 ###	#8 1; 3 #2#4 16 3 #	3 16 8 #	#8 13 ; *
40. There are sufficient courses within my program of study available each term.	9 16 < ###	#8 13 < #2#4 19 ; #	4 16 3 #				
41. Campus item 1	8 1: 5 ###	#7 1: 9 #2#4 18 5 #	3 1< 9 #				
42. Campus item 2	9 16 8 ###	#8 14 7 #2#4 19 8 #	4 15 4 #				
43. Campus item 3	8 17 9 ###	#7 1; : #2#4 17 7 #	3 18 < #				
44. Campus item 4	9 14 6 ###	#8 15 4 #2#4 18 7 #	3 1< 5 #				
45. Campus item 5	8 1: 6 ###	#8 17 : #2#4 16 9 #	3 15 9 #				
46. Campus item 6	8 14 < ###	#7 1< 4 #2#4 17 5 #	3 15 ; #				
47. Campus item 7	9 17 5 ###	#8 1< < #2#4 16 3 #	3 17 6 #				
48. Campus item 8	8 1< 7 ###	#8 19 5 #2#4 16 < #	3 16 5 #				
49. Campus item 9	8 1; < ###	#8 17 8 #2#4 19 : #	3 17 7 #				
50. Campus item 10	8 1< ; ###	#8 14 < #2#4 1; 6 #	3 1: < #				
51. Cost as factor in decision to enroll.	9 17 5 ###			9 15 6 ###			
52. Financial assistance as factor in decision to enroll.	9 17 3 ###			8 1: ; ###			
53. Academic reputation as factor in decision to enroll.	8 1; < ###			8 1: 4 ###			
54. Future career opportunities as factor in decision to enroll.	9 16 9 ###						
55. Personal recommendations as factor in decision to enroll.	8 1: 8 ###			7 1; 5 ###			
56. Distance from campus as factor in decision to enroll.	9 14 8 ###						
57. Information on the campus Web site as factor in decision to enroll.	8 1; 7 ###						
58. Campus visits as factor in decision to enroll.	8 16 < ###						

Q dwlr: qdghJ urxs#P hdqv#kdh.#dvhg#rcq#6 ; 9 : 6 #uhfrugv

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