

## Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Current Class Load</b>	<b>N</b>	<b>%</b>
Female	893	51.77%	Full-time	1114	64.62%
Male	832	48.23%	Part-time	610	35.38%
Total	1725	100.00%	Total	1724	100.00%
No Response	20		No Response	21	

  

<b>Age</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
18 and under	328	19.15%	1 year or less	714	41.30%
19 to 24	1000	58.38%	2 years	621	35.92%
25 to 34	241	14.07%	3 years	258	14.92%
35 to 44	86	5.02%	4 or more years	136	7.87%
45 and over	58	3.39%	Total	1729	100.00%
Total	1713	100.00%	No Response	16	
No Response	32				

  

<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
Alaskan Native	1	0.06%	No credits earned	232	13.72%
American Indian	12	0.70%	1.99 or below	61	3.61%
Asian	30	1.74%	2.0 - 2.49	218	12.89%
Black/African-American	40	2.32%	2.5 - 2.99	395	23.36%
Hispanic or Latino (and Puerto Rican)	1217	70.67%	3.0 - 3.49	509	30.10%
Native Hawaiian or Pacific Islander	9	0.52%	3.5 or above	276	16.32%
White/Caucasian	323	18.76%	Total	1691	100.00%
Multi-racial	56	3.25%	No Response	54	
Other race	34	1.97%			
Total	1722	100.00%			
No Response	23				

  

<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
Day	1101	65.54%	Associate degree	959	56.68%
Evening	556	33.10%	Vocational/technical program	37	2.19%
Weekend	23	1.37%	Transfer to another institution	413	24.41%
Total	1680	100.00%	Certification (initial/renewal)	96	5.67%
No Response	65		Self-improvement/pleasure	24	1.42%
			Job-related training	27	1.60%
			Other educational goal	136	8.04%
			Total	1692	100.00%
			No Response	53	

## Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>
Full-time off campus	421	24.38%
Part-time off campus	439	25.42%
Full-time on campus	41	2.37%
Part-time on campus	85	4.92%
Not employed	741	42.91%
Total	1727	100.00%
No Response	18	

  

<b>Current Residence</b>	<b>N</b>	<b>%</b>
Residence hall	73	4.22%
Own house	322	18.62%
Rent room or apt off campus	240	13.88%
Parent's home	1007	58.24%
Other residence	87	5.03%
Total	1729	100.00%
No Response	16	

  

<b>Residence Classification</b>	<b>N</b>	<b>%</b>
In-state	1614	93.51%
Out-of-state	70	4.06%
International (not U.S. citizen)	42	2.43%
Total	1726	100.00%
No Response	19	

  

<b>Institution Was My</b>	<b>N</b>	<b>%</b>
1st choice	1223	71.06%
2nd choice	326	18.94%
3rd choice or lower	172	9.99%
Total	1721	100.00%
No Response	24	

  

<b>Plan to Transfer</b>	<b>N</b>	<b>%</b>
Yes I plan to transfer	1194	69.10%
No I do not plan to transfer	534	30.90%
Total	1728	100.00%
No Response	17	

<b>Organization Memberships</b>	<b>N</b>	<b>%</b>
No organization memberships	1443	83.80%
One or two organization memberships	247	14.34%
Three or four organization memberships	22	1.28%
Five or more organization memberships	10	0.58%
Total	1722	100.00%
No Response	23	

  

<b>Tuition Source</b>	<b>N</b>	<b>%</b>
Scholarships	110	6.55%
Financial aid	1005	59.86%
Family contributions	169	10.07%
Self support	282	16.80%
Other tuition source	113	6.73%
Total	1679	100.00%
No Response	66	

  

<b>Institution Question</b>	<b>N</b>	<b>%</b>
Campus item - Answer 1	172	11.89%
Campus item - Answer 2	232	16.04%
Campus item - Answer 3	293	20.26%
Campus item - Answer 4	522	36.10%
Campus item - Answer 5	137	9.47%
Campus item - Answer 6	90	6.22%
Total	1446	100.00%
No Response	299	

  

<b>Group Code</b>	<b>N</b>	<b>%</b>
0003	1	16.67%
0188	1	16.67%
0810	1	16.67%
1210	1	16.67%
3251	1	16.67%
4444	1	16.67%
Total	6	100.00%
No Response	1739	

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 8. The quality of instruction I receive in most of my classes is excellent.
- 13. The campus is safe and secure for all students.
- 46. Campus item 6
- 18. Computer labs are adequate and accessible.
- 20. Students are made to feel welcome here.
- 28. This campus provides online access to services I need.
- 48. Campus item 8
- 44. Campus item 4
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 39. On the whole, the campus is well-maintained.
- 27. Tutoring services are readily available.

#### **Challenges**

- 2. Classes are scheduled at times that are convenient for me.
- 40. There are sufficient courses within my program of study available each term.
- 9. I am able to register for the classes I need with few conflicts.
- 14. My academic advisor is knowledgeable about my program requirements.
- 42. Campus item 2
- 16. My advisor helps me apply my program of study to career goals.
- 5. Financial aid awards are announced in time to be helpful in college planning.
- 23. This institution helps me identify resources to finance my education.

## **Strategic Planning Overview Benchmarks**

### **Higher Satisfaction vs. National Community Colleges Form B - Western**

27. Tutoring services are readily available.

### **Lower Satisfaction vs. National Community Colleges Form B - Western**

- 8. The quality of instruction I receive in most of my classes is excellent.
- 36. Tuition paid is a worthwhile investment.
- 20. Students are made to feel welcome here.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 29. There are convenient ways of paying my school bill.
- 39. On the whole, the campus is well-maintained.

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

Scale	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Registration Effectiveness	6.40	5.40 / 1.14	1.00	6.40	5.46 / 1.11	0.94	-0.06
Instructional Effectiveness	6.30	5.48 / 1.04	0.82	6.31	5.55 / 0.99	0.76	-0.07 *
Campus Climate	6.28	5.51 / 1.07	0.77	6.29	5.60 / 1.01	0.69	-0.09 **
Campus Services	6.26	5.57 / 1.01	0.69	6.16	5.50 / 0.99	0.66	0.07 *
Academic Advising Effectiveness	6.24	5.08 / 1.34	1.16	6.19	5.02 / 1.34	1.17	0.06
Student Centeredness	6.20	5.32 / 1.23	0.88	6.24	5.41 / 1.15	0.83	-0.09 **
Safety and Security	6.20	5.31 / 1.15	0.89	6.13	5.26 / 1.16	0.87	0.05
Admissions and Financial Aid Effectiveness	6.18	5.14 / 1.26	1.04	6.15	5.08 / 1.25	1.07	0.06

\* 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 3775 records.

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

Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
2. Classes are scheduled at times that are convenient for me.	6.51	5.42 / 1.55	1.09	6.54	5.50 / 1.46	1.04	-0.08
8. The quality of instruction I receive in most of my classes is excellent.	6.50	5.67 / 1.36	0.83	6.58	5.79 / 1.23	0.79	-0.12 **
51. Cost as factor in decision to enroll.	6.46			6.53			
13. The campus is safe and secure for all students.	6.46	5.82 / 1.26	0.64	6.40	5.86 / 1.22	0.54	-0.04
46. Campus item 6	6.46	5.79 / 1.28	0.67				
9. I am able to register for the classes I need with few conflicts.	6.44	5.19 / 1.64	1.25	6.48	5.28 / 1.57	1.20	-0.09
40. There are sufficient courses within my program of study available each term.	6.44	5.11 / 1.75	1.33	6.45	5.15 / 1.66	1.30	-0.04
19. Registration processes and procedures are convenient.	6.42	5.47 / 1.51	0.95	6.41	5.47 / 1.46	0.94	0.00
54. Future career opportunities as factor in decision to enroll.	6.39			6.32			
36. Tuition paid is a worthwhile investment.	6.39	5.55 / 1.45	0.84	6.44	5.71 / 1.35	0.73	-0.16 ***
14. My academic advisor is knowledgeable about my program requirements.	6.38	5.23 / 1.62	1.15	6.32	5.22 / 1.59	1.10	0.01
52. Financial assistance as factor in decision to enroll.	6.38			6.36			
18. Computer labs are adequate and accessible.	6.38	5.86 / 1.37	0.52	6.32	5.81 / 1.37	0.51	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 3775 records.

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

Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
28. This campus provides online access to services I need.	6.37	5.81 / 1.30	0.56	6.35	5.82 / 1.30	0.53	-0.01
42. Campus item 2	6.37	5.34 / 1.48	1.03				
20. Students are made to feel welcome here.	6.37	5.68 / 1.42	0.69	6.36	5.83 / 1.26	0.53	-0.15 ***
48. Campus item 8	6.35	5.81 / 1.27	0.54				
44. Campus item 4	6.34	5.63 / 1.38	0.71				
32. I am able to take care of college-related business at times that are convenient for me.	6.32	5.44 / 1.45	0.88	6.31	5.47 / 1.41	0.84	-0.03
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.32	5.64 / 1.38	0.68	6.31	5.76 / 1.30	0.55	-0.12 **
12. Faculty are fair and unbiased in their treatment of individual students.	6.32	5.52 / 1.42	0.80	6.35	5.63 / 1.36	0.72	-0.11 **
29. There are convenient ways of paying my school bill.	6.31	5.49 / 1.50	0.82	6.28	5.62 / 1.40	0.66	-0.13 **
16. My advisor helps me apply my program of study to career goals.	6.30	5.11 / 1.71	1.19	6.18	5.01 / 1.69	1.17	0.10
5. Financial aid awards are announced in time to be helpful in college planning.	6.30	5.21 / 1.68	1.09	6.32	5.15 / 1.64	1.17	0.06
39. On the whole, the campus is well-maintained.	6.30	5.91 / 1.23	0.39	6.24	5.99 / 1.16	0.25	-0.08 *
23. This institution helps me identify resources to finance my education.	6.29	5.07 / 1.58	1.22	6.25	5.02 / 1.62	1.23	0.05

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

Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
25. Faculty provide timely feedback about my academic progress.	6.28	5.31 / 1.51	0.97	6.32	5.30 / 1.47	1.02	0.01
27. Tutoring services are readily available.	6.27	5.68 / 1.36	0.59	6.13	5.57 / 1.40	0.56	0.11 **
26. There are adequate services to help me decide upon a career.	6.26	5.29 / 1.50	0.97	6.16	5.08 / 1.50	1.08	0.21 ***
15. Financial aid counseling is available if I need it.	6.24	5.27 / 1.55	0.97	6.19	5.23 / 1.54	0.96	0.04
6. Library resources and services are adequate.	6.23	5.73 / 1.28	0.50	6.05	5.46 / 1.39	0.59	0.27 ***
1. The campus staff are caring and helpful.	6.22	5.45 / 1.44	0.77	6.28	5.61 / 1.32	0.67	-0.16 ***
47. Campus item 7	6.22	5.54 / 1.43	0.68				
24. The equipment in the lab facilities is kept up to date.	6.22	5.53 / 1.38	0.69	6.20	5.56 / 1.31	0.64	-0.03
30. The assessment and course placement procedures are reasonable.	6.22	5.47 / 1.35	0.75	6.12	5.46 / 1.34	0.66	0.01
3. My academic advisor is available when I need help.	6.19	4.98 / 1.69	1.21	6.09	5.02 / 1.64	1.07	-0.04
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.19	5.04 / 1.60	1.15	6.22	4.98 / 1.57	1.24	0.06
10. Parking lots are well-lighted and secure.	6.18	5.42 / 1.52	0.76	5.99	5.42 / 1.48	0.57	0.00
35. I receive ongoing feedback about progress toward my academic goals.	6.17	5.03 / 1.63	1.14	6.15	4.85 / 1.64	1.30	0.18 ***

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

Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
21. The amount of student parking space on campus is adequate.	6.17	4.84 / 1.81	1.33	6.25	4.63 / 1.91	1.62	0.21 ***
38. Most classes deal with practical experiences and applications.	6.15	5.46 / 1.30	0.69	6.17	5.52 / 1.27	0.65	-0.06
33. Administrators are available to hear students' concerns.	6.14	5.12 / 1.60	1.02	6.17	5.09 / 1.56	1.08	0.03
11. Counseling services are available if I need them.	6.13	5.15 / 1.58	0.98	5.96	5.16 / 1.47	0.80	-0.01
50. Campus item 10	6.13	5.13 / 1.65	1.00				
31. Faculty use a variety of technology and media in the classroom.	6.11	5.65 / 1.31	0.46	5.97	5.69 / 1.26	0.28	-0.04
7. Admissions staff provide personalized attention prior to enrollment.	6.08	5.13 / 1.49	0.95	6.04	5.06 / 1.53	0.98	0.07
37. I seldom get the "run-around" when seeking information on this campus.	6.08	4.99 / 1.64	1.09	6.14	5.04 / 1.64	1.10	-0.05
56. Distance from campus as factor in decision to enroll.	6.02			6.11			
53. Academic reputation as factor in decision to enroll.	5.99			5.90			
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.98	5.01 / 1.53	0.97	5.93	4.96 / 1.48	0.97	0.05
4. Security staff respond quickly to calls for assistance.	5.96	5.15 / 1.43	0.81	5.82	5.07 / 1.39	0.75	0.08

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

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

Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
49. Campus item 9	5.91	5.36 / 1.70	0.55				
57. Information on the campus Web site as factor in decision to enroll.	5.91			5.83			
55. Personal recommendations as factor in decision to enroll.	5.81			5.72			
41. Campus item 1	5.73	4.81 / 1.58	0.92				
45. Campus item 5	5.63	5.14 / 1.55	0.49				
43. Campus item 3	5.53	5.16 / 1.48	0.37				
58. Campus visits as factor in decision to enroll.	5.43			5.28			

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

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## Institutional Summary

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

Scale/Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING EFFECTIVENESS</b>	6.24	5.08 / 1.34	1.16	6.19	5.02 / 1.34	1.17	0.06
3. My academic advisor is available when I need help.	6.19	4.98 / 1.69	1.21	6.09	5.02 / 1.64	1.07	-0.04
14. My academic advisor is knowledgeable about my program requirements.	6.38	5.23 / 1.62	1.15	6.32	5.22 / 1.59	1.10	0.01
16. My advisor helps me apply my program of study to career goals.	6.30	5.11 / 1.71	1.19	6.18	5.01 / 1.69	1.17	0.10
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.19	5.04 / 1.60	1.15	6.22	4.98 / 1.57	1.24	0.06
35. I receive ongoing feedback about progress toward my academic goals.	6.17	5.03 / 1.63	1.14	6.15	4.85 / 1.64	1.30	0.18 ***

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

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## Institutional Summary

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

Scale/Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID EFFECTIVENESS</b>	6.18	5.14 / 1.26	1.04	6.15	5.08 / 1.25	1.07	0.06
5. Financial aid awards are announced in time to be helpful in college planning.	6.30	5.21 / 1.68	1.09	6.32	5.15 / 1.64	1.17	0.06
7. Admissions staff provide personalized attention prior to enrollment.	6.08	5.13 / 1.49	0.95	6.04	5.06 / 1.53	0.98	0.07
15. Financial aid counseling is available if I need it.	6.24	5.27 / 1.55	0.97	6.19	5.23 / 1.54	0.96	0.04
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.98	5.01 / 1.53	0.97	5.93	4.96 / 1.48	0.97	0.05
23. This institution helps me identify resources to finance my education.	6.29	5.07 / 1.58	1.22	6.25	5.02 / 1.62	1.23	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 3775 records.

## Institutional Summary

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

Scale/Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.28	5.51 / 1.07	0.77	6.29	5.60 / 1.01	0.69	-0.09 **
1. The campus staff are caring and helpful.	6.22	5.45 / 1.44	0.77	6.28	5.61 / 1.32	0.67	-0.16 ***
13. The campus is safe and secure for all students.	6.46	5.82 / 1.26	0.64	6.40	5.86 / 1.22	0.54	-0.04
20. Students are made to feel welcome here.	6.37	5.68 / 1.42	0.69	6.36	5.83 / 1.26	0.53	-0.15 ***
33. Administrators are available to hear students' concerns.	6.14	5.12 / 1.60	1.02	6.17	5.09 / 1.56	1.08	0.03
36. Tuition paid is a worthwhile investment.	6.39	5.55 / 1.45	0.84	6.44	5.71 / 1.35	0.73	-0.16 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.08	4.99 / 1.64	1.09	6.14	5.04 / 1.64	1.10	-0.05
39. On the whole, the campus is well-maintained.	6.30	5.91 / 1.23	0.39	6.24	5.99 / 1.16	0.25	-0.08 *

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

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## Institutional Summary

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

Scale/Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SERVICES</b>	6.26	5.57 / 1.01	0.69	6.16	5.50 / 0.99	0.66	0.07 *
6. Library resources and services are adequate.	6.23	5.73 / 1.28	0.50	6.05	5.46 / 1.39	0.59	0.27 ***
11. Counseling services are available if I need them.	6.13	5.15 / 1.58	0.98	5.96	5.16 / 1.47	0.80	-0.01
18. Computer labs are adequate and accessible.	6.38	5.86 / 1.37	0.52	6.32	5.81 / 1.37	0.51	0.05
24. The equipment in the lab facilities is kept up to date.	6.22	5.53 / 1.38	0.69	6.20	5.56 / 1.31	0.64	-0.03
26. There are adequate services to help me decide upon a career.	6.26	5.29 / 1.50	0.97	6.16	5.08 / 1.50	1.08	0.21 ***
27. Tutoring services are readily available.	6.27	5.68 / 1.36	0.59	6.13	5.57 / 1.40	0.56	0.11 **
28. This campus provides online access to services I need.	6.37	5.81 / 1.30	0.56	6.35	5.82 / 1.30	0.53	-0.01
30. The assessment and course placement procedures are reasonable.	6.22	5.47 / 1.35	0.75	6.12	5.46 / 1.34	0.66	0.01

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

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## Institutional Summary

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

Scale/Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.30	5.48 / 1.04	0.82	6.31	5.55 / 0.99	0.76	-0.07 *
8. The quality of instruction I receive in most of my classes is excellent.	6.50	5.67 / 1.36	0.83	6.58	5.79 / 1.23	0.79	-0.12 **
12. Faculty are fair and unbiased in their treatment of individual students.	6.32	5.52 / 1.42	0.80	6.35	5.63 / 1.36	0.72	-0.11 **
25. Faculty provide timely feedback about my academic progress.	6.28	5.31 / 1.51	0.97	6.32	5.30 / 1.47	1.02	0.01
31. Faculty use a variety of technology and media in the classroom.	6.11	5.65 / 1.31	0.46	5.97	5.69 / 1.26	0.28	-0.04
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.32	5.64 / 1.38	0.68	6.31	5.76 / 1.30	0.55	-0.12 **
38. Most classes deal with practical experiences and applications.	6.15	5.46 / 1.30	0.69	6.17	5.52 / 1.27	0.65	-0.06
40. There are sufficient courses within my program of study available each term.	6.44	5.11 / 1.75	1.33	6.45	5.15 / 1.66	1.30	-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 3775 records.

## Institutional Summary

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

Scale/Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.40	5.40 / 1.14	1.00	6.40	5.46 / 1.11	0.94	-0.06
2. Classes are scheduled at times that are convenient for me.	6.51	5.42 / 1.55	1.09	6.54	5.50 / 1.46	1.04	-0.08
9. I am able to register for the classes I need with few conflicts.	6.44	5.19 / 1.64	1.25	6.48	5.28 / 1.57	1.20	-0.09
19. Registration processes and procedures are convenient.	6.42	5.47 / 1.51	0.95	6.41	5.47 / 1.46	0.94	0.00
29. There are convenient ways of paying my school bill.	6.31	5.49 / 1.50	0.82	6.28	5.62 / 1.40	0.66	-0.13 **
32. I am able to take care of college-related business at times that are convenient for me.	6.32	5.44 / 1.45	0.88	6.31	5.47 / 1.41	0.84	-0.03

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

National Group Means are based on 3775 records.



### Institutional Summary

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

Scale/Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.20	5.31 / 1.15	0.89	6.13	5.26 / 1.16	0.87	0.05
4. Security staff respond quickly to calls for assistance.	5.96	5.15 / 1.43	0.81	5.82	5.07 / 1.39	0.75	0.08
10. Parking lots are well-lighted and secure.	6.18	5.42 / 1.52	0.76	5.99	5.42 / 1.48	0.57	0.00
13. The campus is safe and secure for all students.	6.46	5.82 / 1.26	0.64	6.40	5.86 / 1.22	0.54	-0.04
21. The amount of student parking space on campus is adequate.	6.17	4.84 / 1.81	1.33	6.25	4.63 / 1.91	1.62	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 3775 records.

### Institutional Summary

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

Scale/Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.20	5.32 / 1.23	0.88	6.24	5.41 / 1.15	0.83	-0.09 **
1. The campus staff are caring and helpful.	6.22	5.45 / 1.44	0.77	6.28	5.61 / 1.32	0.67	-0.16 ***
20. Students are made to feel welcome here.	6.37	5.68 / 1.42	0.69	6.36	5.83 / 1.26	0.53	-0.15 ***
33. Administrators are available to hear students' concerns.	6.14	5.12 / 1.60	1.02	6.17	5.09 / 1.56	1.08	0.03
37. I seldom get the "run-around" when seeking information on this campus.	6.08	4.99 / 1.64	1.09	6.14	5.04 / 1.64	1.10	-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 3775 records.

## Institutional Summary

### Items: In Sequential Order

Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.22	5.45 / 1.44	0.77	6.28	5.61 / 1.32	0.67	-0.16 ***
2. Classes are scheduled at times that are convenient for me.	6.51	5.42 / 1.55	1.09	6.54	5.50 / 1.46	1.04	-0.08
3. My academic advisor is available when I need help.	6.19	4.98 / 1.69	1.21	6.09	5.02 / 1.64	1.07	-0.04
4. Security staff respond quickly to calls for assistance.	5.96	5.15 / 1.43	0.81	5.82	5.07 / 1.39	0.75	0.08
5. Financial aid awards are announced in time to be helpful in college planning.	6.30	5.21 / 1.68	1.09	6.32	5.15 / 1.64	1.17	0.06
6. Library resources and services are adequate.	6.23	5.73 / 1.28	0.50	6.05	5.46 / 1.39	0.59	0.27 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.08	5.13 / 1.49	0.95	6.04	5.06 / 1.53	0.98	0.07
8. The quality of instruction I receive in most of my classes is excellent.	6.50	5.67 / 1.36	0.83	6.58	5.79 / 1.23	0.79	-0.12 **
9. I am able to register for the classes I need with few conflicts.	6.44	5.19 / 1.64	1.25	6.48	5.28 / 1.57	1.20	-0.09
10. Parking lots are well-lighted and secure.	6.18	5.42 / 1.52	0.76	5.99	5.42 / 1.48	0.57	0.00
11. Counseling services are available if I need them.	6.13	5.15 / 1.58	0.98	5.96	5.16 / 1.47	0.80	-0.01
12. Faculty are fair and unbiased in their treatment of individual students.	6.32	5.52 / 1.42	0.80	6.35	5.63 / 1.36	0.72	-0.11 **
13. The campus is safe and secure for all students.	6.46	5.82 / 1.26	0.64	6.40	5.86 / 1.22	0.54	-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 3775 records.

## Institutional Summary

### Items: In Sequential Order

Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
14. My academic advisor is knowledgeable about my program requirements.	6.38	5.23 / 1.62	1.15	6.32	5.22 / 1.59	1.10	0.01
15. Financial aid counseling is available if I need it.	6.24	5.27 / 1.55	0.97	6.19	5.23 / 1.54	0.96	0.04
16. My advisor helps me apply my program of study to career goals.	6.30	5.11 / 1.71	1.19	6.18	5.01 / 1.69	1.17	0.10
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.98	5.01 / 1.53	0.97	5.93	4.96 / 1.48	0.97	0.05
18. Computer labs are adequate and accessible.	6.38	5.86 / 1.37	0.52	6.32	5.81 / 1.37	0.51	0.05
19. Registration processes and procedures are convenient.	6.42	5.47 / 1.51	0.95	6.41	5.47 / 1.46	0.94	0.00
20. Students are made to feel welcome here.	6.37	5.68 / 1.42	0.69	6.36	5.83 / 1.26	0.53	-0.15 ***
21. The amount of student parking space on campus is adequate.	6.17	4.84 / 1.81	1.33	6.25	4.63 / 1.91	1.62	0.21 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.19	5.04 / 1.60	1.15	6.22	4.98 / 1.57	1.24	0.06
23. This institution helps me identify resources to finance my education.	6.29	5.07 / 1.58	1.22	6.25	5.02 / 1.62	1.23	0.05
24. The equipment in the lab facilities is kept up to date.	6.22	5.53 / 1.38	0.69	6.20	5.56 / 1.31	0.64	-0.03
25. Faculty provide timely feedback about my academic progress.	6.28	5.31 / 1.51	0.97	6.32	5.30 / 1.47	1.02	0.01

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

National Group Means are based on 3775 records.

## Institutional Summary

### Items: In Sequential Order

Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
26. There are adequate services to help me decide upon a career.	6.26	5.29 / 1.50	0.97	6.16	5.08 / 1.50	1.08	0.21 ***
27. Tutoring services are readily available.	6.27	5.68 / 1.36	0.59	6.13	5.57 / 1.40	0.56	0.11 **
28. This campus provides online access to services I need.	6.37	5.81 / 1.30	0.56	6.35	5.82 / 1.30	0.53	-0.01
29. There are convenient ways of paying my school bill.	6.31	5.49 / 1.50	0.82	6.28	5.62 / 1.40	0.66	-0.13 **
30. The assessment and course placement procedures are reasonable.	6.22	5.47 / 1.35	0.75	6.12	5.46 / 1.34	0.66	0.01
31. Faculty use a variety of technology and media in the classroom.	6.11	5.65 / 1.31	0.46	5.97	5.69 / 1.26	0.28	-0.04
32. I am able to take care of college-related business at times that are convenient for me.	6.32	5.44 / 1.45	0.88	6.31	5.47 / 1.41	0.84	-0.03
33. Administrators are available to hear students' concerns.	6.14	5.12 / 1.60	1.02	6.17	5.09 / 1.56	1.08	0.03
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.32	5.64 / 1.38	0.68	6.31	5.76 / 1.30	0.55	-0.12 **
35. I receive ongoing feedback about progress toward my academic goals.	6.17	5.03 / 1.63	1.14	6.15	4.85 / 1.64	1.30	0.18 ***
36. Tuition paid is a worthwhile investment.	6.39	5.55 / 1.45	0.84	6.44	5.71 / 1.35	0.73	-0.16 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.08	4.99 / 1.64	1.09	6.14	5.04 / 1.64	1.10	-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 3775 records.

## Institutional Summary

### Items: In Sequential Order

Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
38. Most classes deal with practical experiences and applications.	6.15	5.46 / 1.30	0.69	6.17	5.52 / 1.27	0.65	-0.06
39. On the whole, the campus is well-maintained.	6.30	5.91 / 1.23	0.39	6.24	5.99 / 1.16	0.25	-0.08 *
40. There are sufficient courses within my program of study available each term.	6.44	5.11 / 1.75	1.33	6.45	5.15 / 1.66	1.30	-0.04
41. Campus item 1	5.73	4.81 / 1.58	0.92				
42. Campus item 2	6.37	5.34 / 1.48	1.03				
43. Campus item 3	5.53	5.16 / 1.48	0.37				
44. Campus item 4	6.34	5.63 / 1.38	0.71				
45. Campus item 5	5.63	5.14 / 1.55	0.49				
46. Campus item 6	6.46	5.79 / 1.28	0.67				
47. Campus item 7	6.22	5.54 / 1.43	0.68				
48. Campus item 8	6.35	5.81 / 1.27	0.54				
49. Campus item 9	5.91	5.36 / 1.70	0.55				
50. Campus item 10	6.13	5.13 / 1.65	1.00				
51. Cost as factor in decision to enroll.	6.46			6.53			
52. Financial assistance as factor in decision to enroll.	6.38			6.36			
53. Academic reputation as factor in decision to enroll.	5.99			5.90			

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

National Group Means are based on 3775 records.

## Institutional Summary

**Items: In Sequential Order**

Item	Arizona Western College - SSI			National Community Colleges Form B - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Future career opportunities as factor in decision to enroll.	6.39			6.32			
55. Personal recommendations as factor in decision to enroll.	5.81			5.72			
56. Distance from campus as factor in decision to enroll.	6.02			6.11			
57. Information on the campus Web site as factor in decision to enroll.	5.91			5.83			
58. Campus visits as factor in decision to enroll.	5.43			5.28			

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

National Group Means are based on 3775 records.

## Institutional Summary

### Summary Items

Summary Item	Arizona Western College - SSI	National Community Colleges Form B - Western	Mean Difference
<p>So far, how has your college experience met your expectations?</p> <p>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</p>	<p>Average: 4.74</p> <p>1% 2% 5% 40% 23% 13% 12%</p>	<p>Average: 4.89</p> <p>0% 1% 5% 36% 26% 14% 15%</p>	<p>-0.15</p>
<p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied</p>	<p>Average: 5.33</p> <p>0% 2% 5% 17% 19% 39% 15%</p>	<p>Average: 5.50</p> <p>0% 1% 4% 13% 17% 42% 18%</p>	<p>-0.17</p>
<p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes</p>	<p>Average: 5.61</p> <p>2% 3% 4% 8% 14% 37% 29%</p>	<p>Average: 5.79</p> <p>1% 3% 3% 8% 11% 34% 37%</p>	<p>-0.18</p>