

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

| Scale                                      | Arizona Western College |              |      | Campus item - Answer 1 |              |      | Campus item - Answer 2 |              |      | Campus item - Answer 3 |              |      | Campus item - Answer 4 |              |      |
|--|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|
|  | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  |
| Registration Effectiveness                 | 6.40                    | 5.65         | 0.75 | 6.44                   | 5.65         | 0.79 | 6.42                   | 5.71         | 0.71 | 6.48                   | 5.80         | 0.68 | 6.06                   | 4.59         | 1.47 |
| Campus Climate                             | 6.27                    | 5.71         | 0.56 | 6.28                   | 5.70         | 0.58 | 6.34                   | 5.74         | 0.60 | 6.39                   | 5.86         | 0.53 | 5.72                   | 4.99         | 0.73 |
| Instructional Effectiveness                | 6.25                    | 5.62         | 0.63 | 6.27                   | 5.64         | 0.63 | 6.26                   | 5.58         | 0.68 | 6.28                   | 5.70         | 0.58 | 5.71                   | 4.75         | 0.96 |
| Academic Advising Effectiveness            | 6.23                    | 5.38         | 0.85 | 6.24                   | 5.33         | 0.91 | 6.29                   | 5.47         | 0.82 | 6.44                   | 5.63         | 0.81 | 5.67                   | 4.91         | 0.76 |
| Safety and Security                        | 6.23                    | 5.43         | 0.80 | 6.26                   | 5.44         | 0.82 | 6.22                   | 5.39         | 0.83 | 6.25                   | 5.51         | 0.74 | 5.76                   | 4.94         | 0.82 |
| Campus Services                            | 6.22                    | 5.71         | 0.51 | 6.23                   | 5.72         | 0.51 | 6.30                   | 5.69         | 0.61 | 6.35                   | 5.86         | 0.49 | 5.77                   | 4.77         | 1.00 |
| Student Centeredness                       | 6.19                    | 5.59         | 0.60 | 6.20                   | 5.56         | 0.64 | 6.26                   | 5.66         | 0.60 | 6.28                   | 5.81         | 0.47 | 5.72                   | 4.83         | 0.89 |
| Admissions and Financial Aid Effectiveness | 6.12                    | 5.31         | 0.81 | 6.11                   | 5.26         | 0.85 | 6.24                   | 5.45         | 0.79 | 6.30                   | 5.60         | 0.70 | 5.68                   | 4.46         | 1.22 |

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|--|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|
|  | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  |
| 2. Classes are scheduled at times that are convenient for me.                    | 6.54                    | 5.62         | 0.92 | 6.58                   | 5.60         | 0.98 | 6.51                   | 5.59         | 0.92 | 6.61                   | 5.93         | 0.68 | 6.43                   | 5.67         | 0.76 |
| 13. The campus is safe and secure for all students.                              | 6.53                    | 6.03         | 0.50 | 6.56                   | 6.03         | 0.53 | 6.65                   | 6.15         | 0.50 | 6.78                   | 5.96         | 0.82 | 5.71                   | 5.64         | 0.07 |
| 51. Cost as factor in decision to enroll.  | 6.51                    |              |      | 6.55                   |              |      | 6.51                   |              |      | 6.61                   |              |      | 6.17                   |              |      |
| 8. The quality of instruction I receive in most of my classes is excellent.      | 6.48                    | 5.74         | 0.74 | 6.51                   | 5.77         | 0.74 | 6.45                   | 5.74         | 0.71 | 6.62                   | 5.57         | 1.05 | 6.29                   | 5.36         | 0.93 |
| 47. Campus item 7  | 6.46                    | 5.63         | 0.83 | 6.50                   | 5.66         | 0.84 | 6.43                   | 5.51         | 0.92 | 6.45                   | 5.60         | 0.85 | 5.83                   | 5.00         | 0.83 |
| 9. I am able to register for the classes I need with few conflicts.              | 6.41                    | 5.53         | 0.88 | 6.45                   | 5.52         | 0.93 | 6.32                   | 5.64         | 0.68 | 6.56                   | 5.62         | 0.94 | 6.21                   | 4.47         | 1.74 |
| 28. This campus provides online access to services I need.                       | 6.41                    | 5.99         | 0.42 | 6.42                   | 6.01         | 0.41 | 6.49                   | 5.97         | 0.52 | 6.51                   | 5.96         | 0.55 | 5.86                   | 5.07         | 0.79 |
| 40. There are sufficient courses within my program of study available each term. | 6.40                    | 5.52         | 0.88 | 6.45                   | 5.51         | 0.94 | 6.34                   | 5.41         | 0.93 | 6.55                   | 5.78         | 0.77 | 5.71                   | 5.07         | 0.64 |
| 19. Registration processes and procedures are convenient.                        | 6.39                    | 5.77         | 0.62 | 6.42                   | 5.75         | 0.67 | 6.44                   | 5.92         | 0.52 | 6.31                   | 5.91         | 0.40 | 5.93                   | 4.20         | 1.73 |
| 20. Students are made to feel welcome here.                                      | 6.38                    | 5.99         | 0.39 | 6.38                   | 5.97         | 0.41 | 6.50                   | 6.10         | 0.40 | 6.47                   | 6.27         | 0.20 | 5.85                   | 5.14         | 0.71 |
| 29. There are convenient ways of paying my school bill.                          | 6.36                    | 5.69         | 0.67 | 6.38                   | 5.69         | 0.69 | 6.45                   | 5.75         | 0.70 | 6.52                   | 5.91         | 0.61 | 5.85                   | 4.36         | 1.49 |
| 54. Future career opportunities as factor in decision to enroll.                 | 6.36                    |              |      | 6.36                   |              |      | 6.47                   |              |      | 6.45                   |              |      | 6.58                   |              |      |
| 43. Campus item 3  | 6.33                    | 5.37         | 0.96 | 6.33                   | 5.36         | 0.97 | 6.36                   | 5.50         | 0.86 | 6.48                   | 5.42         | 1.06 | 5.83                   | 4.54         | 1.29 |

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|---|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|
|   | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  |
| 27. Tutoring services are readily available.  | 6.32                    | 5.93         | 0.39 | 6.36                   | 5.98         | 0.38 | 6.37                   | 5.90         | 0.47 | 6.56                   | 6.11         | 0.45 | 5.36                   | 4.79         | 0.57 |
| 32. I am able to take care of college-related business at times that are convenient for me.                   | 6.32                    | 5.66         | 0.66 | 6.34                   | 5.67         | 0.67 | 6.35                   | 5.65         | 0.70 | 6.39                   | 5.62         | 0.77 | 5.85                   | 4.27         | 1.58 |
| 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). | 6.32                    | 5.79         | 0.53 | 6.35                   | 5.84         | 0.51 | 6.39                   | 5.72         | 0.67 | 6.32                   | 5.75         | 0.57 | 5.71                   | 4.73         | 0.98 |
| 52. Financial assistance as factor in decision to enroll.   | 6.32                    |              |      | 6.32                   |              |      | 6.49                   |              |      | 6.63                   |              |      | 6.50                   |              |      |
| 14. My academic advisor is knowledgeable about my program requirements.                                       | 6.31                    | 5.50         | 0.81 | 6.34                   | 5.48         | 0.86 | 6.31                   | 5.53         | 0.78 | 6.52                   | 5.59         | 0.93 | 5.57                   | 5.43         | 0.14 |
| 39. On the whole, the campus is well-maintained.  | 6.30                    | 5.97         | 0.33 | 6.31                   | 5.97         | 0.34 | 6.37                   | 5.94         | 0.43 | 6.36                   | 6.16         | 0.20 | 5.71                   | 5.29         | 0.42 |
| 1. The campus staff are caring and helpful.   | 6.29                    | 5.82         | 0.47 | 6.28                   | 5.83         | 0.45 | 6.47                   | 5.80         | 0.67 | 6.52                   | 6.09         | 0.43 | 5.93                   | 5.14         | 0.79 |
| 36. Tuition paid is a worthwhile investment.  | 6.29                    | 5.58         | 0.71 | 6.30                   | 5.59         | 0.71 | 6.27                   | 5.42         | 0.85 | 6.44                   | 5.65         | 0.79 | 5.71                   | 4.67         | 1.04 |
| 48. Campus item 8   | 6.29                    | 5.49         | 0.80 | 6.29                   | 5.50         | 0.79 | 6.33                   | 5.44         | 0.89 | 6.67                   | 5.60         | 1.07 | 5.33                   | 4.77         | 0.56 |
| 23. This institution helps me identify resources to finance my education.                                     | 6.27                    | 5.26         | 1.01 | 6.29                   | 5.20         | 1.09 | 6.25                   | 5.37         | 0.88 | 6.56                   | 5.71         | 0.85 | 5.29                   | 4.15         | 1.14 |
| 12. Faculty are fair and unbiased in their treatment of individual students.                                  | 6.26                    | 5.69         | 0.57 | 6.28                   | 5.69         | 0.59 | 6.31                   | 5.82         | 0.49 | 6.34                   | 5.80         | 0.54 | 5.64                   | 4.71         | 0.93 |
| 16. My advisor helps me apply my program of study to career goals.  | 6.25                    | 5.36         | 0.89 | 6.25                   | 5.28         | 0.97 | 6.39                   | 5.46         | 0.93 | 6.42                   | 5.84         | 0.58 | 5.71                   | 4.92         | 0.79 |

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|--|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|
|  | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  |
| 26. There are adequate services to help me decide upon a career.                       | 6.25                    | 5.42         | 0.83 | 6.24                   | 5.42         | 0.82 | 6.31                   | 5.33         | 0.98 | 6.38                   | 5.51         | 0.87 | 5.93                   | 4.40         | 1.53 |
| 18. Computer labs are adequate and accessible.   | 6.24                    | 5.95         | 0.29 | 6.23                   | 5.91         | 0.32 | 6.37                   | 6.19         | 0.18 | 6.36                   | 6.07         | 0.29 | 6.21                   | 5.33         | 0.88 |
| 22. My academic advisor is knowledgeable about transfer requirements of other schools. | 6.24                    | 5.34         | 0.90 | 6.27                   | 5.33         | 0.94 | 6.24                   | 5.32         | 0.92 | 6.53                   | 5.81         | 0.72 | 5.36                   | 4.67         | 0.69 |
| 15. Financial aid counseling is available if I need it.                                | 6.22                    | 5.44         | 0.78 | 6.22                   | 5.37         | 0.85 | 6.40                   | 5.70         | 0.70 | 6.36                   | 5.72         | 0.64 | 5.86                   | 4.77         | 1.09 |
| 25. Faculty provide timely feedback about my academic progress.                        | 6.22                    | 5.39         | 0.83 | 6.24                   | 5.40         | 0.84 | 6.23                   | 5.40         | 0.83 | 6.25                   | 5.42         | 0.83 | 5.50                   | 4.07         | 1.43 |
| 30. The assessment and course placement procedures are reasonable.                     | 6.22                    | 5.67         | 0.55 | 6.23                   | 5.66         | 0.57 | 6.33                   | 5.66         | 0.67 | 6.32                   | 5.78         | 0.54 | 5.86                   | 4.80         | 1.06 |
| 3. My academic advisor is available when I need help.                                  | 6.21                    | 5.44         | 0.77 | 6.21                   | 5.36         | 0.85 | 6.36                   | 5.73         | 0.63 | 6.47                   | 5.60         | 0.87 | 6.00                   | 4.75         | 1.25 |
| 5. Financial aid awards are announced in time to be helpful in college planning.       | 6.18                    | 5.29         | 0.89 | 6.18                   | 5.29         | 0.89 | 6.42                   | 5.41         | 1.01 | 6.42                   | 5.66         | 0.76 | 5.93                   | 3.92         | 2.01 |
| 33. Administrators are available to hear students' concerns.                           | 6.18                    | 5.38         | 0.80 | 6.19                   | 5.32         | 0.87 | 6.18                   | 5.50         | 0.68 | 6.27                   | 5.48         | 0.79 | 5.69                   | 4.62         | 1.07 |
| 21. The amount of student parking space on campus is adequate.                         | 6.17                    | 4.83         | 1.34 | 6.23                   | 4.85         | 1.38 | 6.03                   | 4.55         | 1.48 | 6.09                   | 5.23         | 0.86 | 5.92                   | 4.14         | 1.78 |
| 46. Campus item 6  | 6.15                    | 5.38         | 0.77 | 6.17                   | 5.36         | 0.81 | 6.13                   | 5.52         | 0.61 | 6.02                   | 5.38         | 0.64 | 5.75                   | 4.86         | 0.89 |
| 6. Library resources and services are adequate.  | 6.14                    | 5.81         | 0.33 | 6.19                   | 5.91         | 0.28 | 6.03                   | 5.35         | 0.68 | 6.13                   | 5.86         | 0.27 | 5.93                   | 5.14         | 0.79 |
| 35. I receive ongoing feedback about progress toward my academic goals.                | 6.14                    | 5.26         | 0.88 | 6.15                   | 5.22         | 0.93 | 6.17                   | 5.30         | 0.87 | 6.24                   | 5.33         | 0.91 | 5.71                   | 4.73         | 0.98 |

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|---|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|-------|------------------------|--------------|------|
|   | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap   | Importance             | Satisfaction | Gap  |
| 11. Counseling services are available if I need them.   | 6.12                    | 5.44         | 0.68 | 6.08                   | 5.37         | 0.71 | 6.32                   | 5.71         | 0.61 | 6.57                   | 5.95         | 0.62  | 5.62                   | 4.75         | 0.87 |
| 10. Parking lots are well-lighted and secure.   | 6.11                    | 5.42         | 0.69 | 6.15                   | 5.44         | 0.71 | 6.08                   | 5.26         | 0.82 | 6.16                   | 5.58         | 0.58  | 5.86                   | 5.00         | 0.86 |
| 4. Security staff respond quickly to calls for assistance.                                    | 6.08                    | 5.44         | 0.64 | 6.11                   | 5.41         | 0.70 | 6.11                   | 5.57         | 0.54 | 5.95                   | 5.25         | 0.70  | 5.54                   | 5.00         | 0.54 |
| 24. The equipment in the lab facilities is kept up to date.                                   | 6.08                    | 5.48         | 0.60 | 6.10                   | 5.48         | 0.62 | 6.17                   | 5.41         | 0.76 | 5.93                   | 5.66         | 0.27  | 5.36                   | 3.86         | 1.50 |
| 38. Most classes deal with practical experiences and applications.                            | 6.08                    | 5.49         | 0.59 | 6.10                   | 5.52         | 0.58 | 6.08                   | 5.36         | 0.72 | 6.07                   | 5.60         | 0.47  | 5.36                   | 4.46         | 0.90 |
| 42. Campus item 2   | 6.02                    | 5.45         | 0.57 | 6.01                   | 5.45         | 0.56 | 6.11                   | 5.49         | 0.62 | 6.29                   | 5.63         | 0.66  | 5.33                   | 4.75         | 0.58 |
| 7. Admissions staff provide personalized attention prior to enrollment.                       | 5.99                    | 5.31         | 0.68 | 5.98                   | 5.27         | 0.71 | 6.09                   | 5.48         | 0.61 | 6.18                   | 5.47         | 0.71  | 5.79                   | 4.67         | 1.12 |
| 49. Campus item 9   | 5.97                    | 5.52         | 0.45 |                        |              |      | 6.30                   | 6.00         | 0.30 | 6.83                   | 6.13         | 0.70  | 5.71                   | 4.89         | 0.82 |
| 56. Distance from campus as factor in decision to enroll.                                     | 5.96                    |              |      | 5.93                   |              |      | 6.07                   |              |      | 6.09                   |              |       | 6.42                   |              |      |
| 31. Faculty use a variety of technology and media in the classroom.                           | 5.95                    | 5.73         | 0.22 | 5.97                   | 5.76         | 0.21 | 6.03                   | 5.61         | 0.42 | 5.80                   | 5.96         | -0.16 | 5.79                   | 4.87         | 0.92 |
| 17. Admissions counselors accurately portray program offerings in their recruiting practices. | 5.92                    | 5.23         | 0.69 | 5.91                   | 5.18         | 0.73 | 6.05                   | 5.33         | 0.72 | 6.00                   | 5.45         | 0.55  | 5.54                   | 4.82         | 0.72 |
| 37. I seldom get the "run-around" when seeking information on this campus.                    | 5.91                    | 5.13         | 0.78 | 5.93                   | 5.08         | 0.85 | 5.84                   | 5.20         | 0.64 | 5.83                   | 5.38         | 0.45  | 5.43                   | 4.38         | 1.05 |
| 50. Campus item 10  | 5.91                    | 5.42         | 0.49 | 5.95                   |              |      | 6.07                   | 5.96         | 0.11 | 7.00                   | 5.80         | 1.20  | 5.71                   | 4.89         | 0.82 |

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|---|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|-------|
|   | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap   |
| 53. Academic reputation as factor in decision to enroll.                | 5.84                    |              |      | 5.81                   |              |      | 5.93                   |              |      | 5.98                   |              |      | 6.42                   |              |       |
| 57. Information on the campus Web site as factor in decision to enroll. | 5.83                    |              |      | 5.81                   |              |      | 5.81                   |              |      | 6.02                   |              |      | 6.50                   |              |       |
| 44. Campus item 4   | 5.75                    | 4.68         | 1.07 | 5.74                   | 4.65         | 1.09 | 5.86                   | 4.62         | 1.24 | 5.71                   | 4.88         | 0.83 | 5.42                   | 4.33         | 1.09  |
| 55. Personal recommendations as factor in decision to enroll.           | 5.75                    |              |      | 5.73                   |              |      | 5.89                   |              |      | 5.73                   |              |      | 6.00                   |              |       |
| 41. Campus item 1   | 5.55                    | 5.48         | 0.07 | 5.50                   | 5.49         | 0.01 | 5.72                   | 5.39         | 0.33 | 5.98                   | 5.49         | 0.49 | 4.92                   | 5.00         | -0.08 |
| 45. Campus item 5   | 5.48                    | 4.99         | 0.49 | 5.43                   | 4.98         | 0.45 | 5.59                   | 4.86         | 0.73 | 6.02                   | 5.21         | 0.81 | 4.75                   | 4.33         | 0.42  |
| 58. Campus visits as factor in decision to enroll.                      | 5.41                    |              |      | 5.36                   |              |      | 5.42                   |              |      | 5.80                   |              |      | 6.17                   |              |       |

## Institutional Summary

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

| Scale/Item   | Arizona Western College |              |      | Campus item - Answer 1 |              |      | Campus item - Answer 2 |              |      | Campus item - Answer 3 |              |      | Campus item - Answer 4 |              |      |
|--|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|
|  | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  |
| <b>ACADEMIC ADVISING EFFECTIVENESS</b>   | 6.23                    | 5.38         | 0.85 | 6.24                   | 5.33         | 0.91 | 6.29                   | 5.47         | 0.82 | 6.44                   | 5.63         | 0.81 | 5.67                   | 4.91         | 0.76 |
| 3. My academic advisor is available when I need help.                                  | 6.21                    | 5.44         | 0.77 | 6.21                   | 5.36         | 0.85 | 6.36                   | 5.73         | 0.63 | 6.47                   | 5.60         | 0.87 | 6.00                   | 4.75         | 1.25 |
| 14. My academic advisor is knowledgeable about my program requirements.                | 6.31                    | 5.50         | 0.81 | 6.34                   | 5.48         | 0.86 | 6.31                   | 5.53         | 0.78 | 6.52                   | 5.59         | 0.93 | 5.57                   | 5.43         | 0.14 |
| 16. My advisor helps me apply my program of study to career goals.                     | 6.25                    | 5.36         | 0.89 | 6.25                   | 5.28         | 0.97 | 6.39                   | 5.46         | 0.93 | 6.42                   | 5.84         | 0.58 | 5.71                   | 4.92         | 0.79 |
| 22. My academic advisor is knowledgeable about transfer requirements of other schools. | 6.24                    | 5.34         | 0.90 | 6.27                   | 5.33         | 0.94 | 6.24                   | 5.32         | 0.92 | 6.53                   | 5.81         | 0.72 | 5.36                   | 4.67         | 0.69 |
| 35. I receive ongoing feedback about progress toward my academic goals.                | 6.14                    | 5.26         | 0.88 | 6.15                   | 5.22         | 0.93 | 6.17                   | 5.30         | 0.87 | 6.24                   | 5.33         | 0.91 | 5.71                   | 4.73         | 0.98 |

### Institutional Summary

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

| Scale/Item  | Arizona Western College |              |      | Campus item - Answer 1 |              |      | Campus item - Answer 2 |              |      | Campus item - Answer 3 |              |      | Campus item - Answer 4 |              |      |
|---|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|
|   | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  |
| <b>ADMISSIONS AND FINANCIAL AID EFFECTIVENESS</b>   | 6.12                    | 5.31         | 0.81 | 6.11                   | 5.26         | 0.85 | 6.24                   | 5.45         | 0.79 | 6.30                   | 5.60         | 0.70 | 5.68                   | 4.46         | 1.22 |
| 5. Financial aid awards are announced in time to be helpful in college planning.              | 6.18                    | 5.29         | 0.89 | 6.18                   | 5.29         | 0.89 | 6.42                   | 5.41         | 1.01 | 6.42                   | 5.66         | 0.76 | 5.93                   | 3.92         | 2.01 |
| 7. Admissions staff provide personalized attention prior to enrollment.                       | 5.99                    | 5.31         | 0.68 | 5.98                   | 5.27         | 0.71 | 6.09                   | 5.48         | 0.61 | 6.18                   | 5.47         | 0.71 | 5.79                   | 4.67         | 1.12 |
| 15. Financial aid counseling is available if I need it.                                       | 6.22                    | 5.44         | 0.78 | 6.22                   | 5.37         | 0.85 | 6.40                   | 5.70         | 0.70 | 6.36                   | 5.72         | 0.64 | 5.86                   | 4.77         | 1.09 |
| 17. Admissions counselors accurately portray program offerings in their recruiting practices. | 5.92                    | 5.23         | 0.69 | 5.91                   | 5.18         | 0.73 | 6.05                   | 5.33         | 0.72 | 6.00                   | 5.45         | 0.55 | 5.54                   | 4.82         | 0.72 |
| 23. This institution helps me identify resources to finance my education.                     | 6.27                    | 5.26         | 1.01 | 6.29                   | 5.20         | 1.09 | 6.25                   | 5.37         | 0.88 | 6.56                   | 5.71         | 0.85 | 5.29                   | 4.15         | 1.14 |



## Institutional Summary

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

| Scale/Item   | Arizona Western College |              |      | Campus item - Answer 1 |              |      | Campus item - Answer 2 |              |      | Campus item - Answer 3 |              |      | Campus item - Answer 4 |              |      |
|--|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|
|  | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  |
| <b>CAMPUS CLIMATE</b>  | 6.27                    | 5.71         | 0.56 | 6.28                   | 5.70         | 0.58 | 6.34                   | 5.74         | 0.60 | 6.39                   | 5.86         | 0.53 | 5.72                   | 4.99         | 0.73 |
| 1. The campus staff are caring and helpful.                                | 6.29                    | 5.82         | 0.47 | 6.28                   | 5.83         | 0.45 | 6.47                   | 5.80         | 0.67 | 6.52                   | 6.09         | 0.43 | 5.93                   | 5.14         | 0.79 |
| 13. The campus is safe and secure for all students.                        | 6.53                    | 6.03         | 0.50 | 6.56                   | 6.03         | 0.53 | 6.65                   | 6.15         | 0.50 | 6.78                   | 5.96         | 0.82 | 5.71                   | 5.64         | 0.07 |
| 20. Students are made to feel welcome here.                                | 6.38                    | 5.99         | 0.39 | 6.38                   | 5.97         | 0.41 | 6.50                   | 6.10         | 0.40 | 6.47                   | 6.27         | 0.20 | 5.85                   | 5.14         | 0.71 |
| 33. Administrators are available to hear students' concerns.               | 6.18                    | 5.38         | 0.80 | 6.19                   | 5.32         | 0.87 | 6.18                   | 5.50         | 0.68 | 6.27                   | 5.48         | 0.79 | 5.69                   | 4.62         | 1.07 |
| 36. Tuition paid is a worthwhile investment.                               | 6.29                    | 5.58         | 0.71 | 6.30                   | 5.59         | 0.71 | 6.27                   | 5.42         | 0.85 | 6.44                   | 5.65         | 0.79 | 5.71                   | 4.67         | 1.04 |
| 37. I seldom get the "run-around" when seeking information on this campus. | 5.91                    | 5.13         | 0.78 | 5.93                   | 5.08         | 0.85 | 5.84                   | 5.20         | 0.64 | 5.83                   | 5.38         | 0.45 | 5.43                   | 4.38         | 1.05 |
| 39. On the whole, the campus is well-maintained.                           | 6.30                    | 5.97         | 0.33 | 6.31                   | 5.97         | 0.34 | 6.37                   | 5.94         | 0.43 | 6.36                   | 6.16         | 0.20 | 5.71                   | 5.29         | 0.42 |

### Institutional Summary

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

| Scale/Item   | Arizona Western College |              |      | Campus item - Answer 1 |              |      | Campus item - Answer 2 |              |      | Campus item - Answer 3 |              |      | Campus item - Answer 4 |              |      |
|--|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|
|  | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  |
| <b>CAMPUS SERVICES</b>   | 6.22                    | 5.71         | 0.51 | 6.23                   | 5.72         | 0.51 | 6.30                   | 5.69         | 0.61 | 6.35                   | 5.86         | 0.49 | 5.77                   | 4.77         | 1.00 |
| 6. Library resources and services are adequate.                    | 6.14                    | 5.81         | 0.33 | 6.19                   | 5.91         | 0.28 | 6.03                   | 5.35         | 0.68 | 6.13                   | 5.86         | 0.27 | 5.93                   | 5.14         | 0.79 |
| 11. Counseling services are available if I need them.              | 6.12                    | 5.44         | 0.68 | 6.08                   | 5.37         | 0.71 | 6.32                   | 5.71         | 0.61 | 6.57                   | 5.95         | 0.62 | 5.62                   | 4.75         | 0.87 |
| 18. Computer labs are adequate and accessible.                     | 6.24                    | 5.95         | 0.29 | 6.23                   | 5.91         | 0.32 | 6.37                   | 6.19         | 0.18 | 6.36                   | 6.07         | 0.29 | 6.21                   | 5.33         | 0.88 |
| 24. The equipment in the lab facilities is kept up to date.        | 6.08                    | 5.48         | 0.60 | 6.10                   | 5.48         | 0.62 | 6.17                   | 5.41         | 0.76 | 5.93                   | 5.66         | 0.27 | 5.36                   | 3.86         | 1.50 |
| 26. There are adequate services to help me decide upon a career.   | 6.25                    | 5.42         | 0.83 | 6.24                   | 5.42         | 0.82 | 6.31                   | 5.33         | 0.98 | 6.38                   | 5.51         | 0.87 | 5.93                   | 4.40         | 1.53 |
| 27. Tutoring services are readily available.                       | 6.32                    | 5.93         | 0.39 | 6.36                   | 5.98         | 0.38 | 6.37                   | 5.90         | 0.47 | 6.56                   | 6.11         | 0.45 | 5.36                   | 4.79         | 0.57 |
| 28. This campus provides online access to services I need.         | 6.41                    | 5.99         | 0.42 | 6.42                   | 6.01         | 0.41 | 6.49                   | 5.97         | 0.52 | 6.51                   | 5.96         | 0.55 | 5.86                   | 5.07         | 0.79 |
| 30. The assessment and course placement procedures are reasonable. | 6.22                    | 5.67         | 0.55 | 6.23                   | 5.66         | 0.57 | 6.33                   | 5.66         | 0.67 | 6.32                   | 5.78         | 0.54 | 5.86                   | 4.80         | 1.06 |

## Institutional Summary

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

| Scale/Item  | Arizona Western College |              |      | Campus item - Answer 1 |              |      | Campus item - Answer 2 |              |      | Campus item - Answer 3 |              |       | Campus item - Answer 4 |              |      |
|---|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|-------|------------------------|--------------|------|
|   | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap   | Importance             | Satisfaction | Gap  |
| <b>INSTRUCTIONAL EFFECTIVENESS</b>  | 6.25                    | 5.62         | 0.63 | 6.27                   | 5.64         | 0.63 | 6.26                   | 5.58         | 0.68 | 6.28                   | 5.70         | 0.58  | 5.71                   | 4.75         | 0.96 |
| 8. The quality of instruction I receive in most of my classes is excellent.                                   | 6.48                    | 5.74         | 0.74 | 6.51                   | 5.77         | 0.74 | 6.45                   | 5.74         | 0.71 | 6.62                   | 5.57         | 1.05  | 6.29                   | 5.36         | 0.93 |
| 12. Faculty are fair and unbiased in their treatment of individual students.                                  | 6.26                    | 5.69         | 0.57 | 6.28                   | 5.69         | 0.59 | 6.31                   | 5.82         | 0.49 | 6.34                   | 5.80         | 0.54  | 5.64                   | 4.71         | 0.93 |
| 25. Faculty provide timely feedback about my academic progress.   | 6.22                    | 5.39         | 0.83 | 6.24                   | 5.40         | 0.84 | 6.23                   | 5.40         | 0.83 | 6.25                   | 5.42         | 0.83  | 5.50                   | 4.07         | 1.43 |
| 31. Faculty use a variety of technology and media in the classroom.   | 5.95                    | 5.73         | 0.22 | 5.97                   | 5.76         | 0.21 | 6.03                   | 5.61         | 0.42 | 5.80                   | 5.96         | -0.16 | 5.79                   | 4.87         | 0.92 |
| 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). | 6.32                    | 5.79         | 0.53 | 6.35                   | 5.84         | 0.51 | 6.39                   | 5.72         | 0.67 | 6.32                   | 5.75         | 0.57  | 5.71                   | 4.73         | 0.98 |
| 38. Most classes deal with practical experiences and applications.  | 6.08                    | 5.49         | 0.59 | 6.10                   | 5.52         | 0.58 | 6.08                   | 5.36         | 0.72 | 6.07                   | 5.60         | 0.47  | 5.36                   | 4.46         | 0.90 |
| 40. There are sufficient courses within my program of study available each term.                              | 6.40                    | 5.52         | 0.88 | 6.45                   | 5.51         | 0.94 | 6.34                   | 5.41         | 0.93 | 6.55                   | 5.78         | 0.77  | 5.71                   | 5.07         | 0.64 |

## Institutional Summary

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

| Scale/Item  | Arizona Western College |              |      | Campus item - Answer 1 |              |      | Campus item - Answer 2 |              |      | Campus item - Answer 3 |              |      | Campus item - Answer 4 |              |      |
|---|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|
|   | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  |
| <b>REGISTRATION EFFECTIVENESS</b>   | 6.40                    | 5.65         | 0.75 | 6.44                   | 5.65         | 0.79 | 6.42                   | 5.71         | 0.71 | 6.48                   | 5.80         | 0.68 | 6.06                   | 4.59         | 1.47 |
| 2. Classes are scheduled at times that are convenient for me.                               | 6.54                    | 5.62         | 0.92 | 6.58                   | 5.60         | 0.98 | 6.51                   | 5.59         | 0.92 | 6.61                   | 5.93         | 0.68 | 6.43                   | 5.67         | 0.76 |
| 9. I am able to register for the classes I need with few conflicts.                         | 6.41                    | 5.53         | 0.88 | 6.45                   | 5.52         | 0.93 | 6.32                   | 5.64         | 0.68 | 6.56                   | 5.62         | 0.94 | 6.21                   | 4.47         | 1.74 |
| 19. Registration processes and procedures are convenient.                                   | 6.39                    | 5.77         | 0.62 | 6.42                   | 5.75         | 0.67 | 6.44                   | 5.92         | 0.52 | 6.31                   | 5.91         | 0.40 | 5.93                   | 4.20         | 1.73 |
| 29. There are convenient ways of paying my school bill.                                     | 6.36                    | 5.69         | 0.67 | 6.38                   | 5.69         | 0.69 | 6.45                   | 5.75         | 0.70 | 6.52                   | 5.91         | 0.61 | 5.85                   | 4.36         | 1.49 |
| 32. I am able to take care of college-related business at times that are convenient for me. | 6.32                    | 5.66         | 0.66 | 6.34                   | 5.67         | 0.67 | 6.35                   | 5.65         | 0.70 | 6.39                   | 5.62         | 0.77 | 5.85                   | 4.27         | 1.58 |

### Institutional Summary

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

| Scale/Item   | Arizona Western College |              |      | Campus item - Answer 1 |              |      | Campus item - Answer 2 |              |      | Campus item - Answer 3 |              |      | Campus item - Answer 4 |              |      |
|--|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|
|  | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  |
| <b>SAFETY AND SECURITY</b>                                     | 6.23                    | 5.43         | 0.80 | 6.26                   | 5.44         | 0.82 | 6.22                   | 5.39         | 0.83 | 6.25                   | 5.51         | 0.74 | 5.76                   | 4.94         | 0.82 |
| 4. Security staff respond quickly to calls for assistance.     | 6.08                    | 5.44         | 0.64 | 6.11                   | 5.41         | 0.70 | 6.11                   | 5.57         | 0.54 | 5.95                   | 5.25         | 0.70 | 5.54                   | 5.00         | 0.54 |
| 10. Parking lots are well-lighted and secure.                  | 6.11                    | 5.42         | 0.69 | 6.15                   | 5.44         | 0.71 | 6.08                   | 5.26         | 0.82 | 6.16                   | 5.58         | 0.58 | 5.86                   | 5.00         | 0.86 |
| 13. The campus is safe and secure for all students.            | 6.53                    | 6.03         | 0.50 | 6.56                   | 6.03         | 0.53 | 6.65                   | 6.15         | 0.50 | 6.78                   | 5.96         | 0.82 | 5.71                   | 5.64         | 0.07 |
| 21. The amount of student parking space on campus is adequate. | 6.17                    | 4.83         | 1.34 | 6.23                   | 4.85         | 1.38 | 6.03                   | 4.55         | 1.48 | 6.09                   | 5.23         | 0.86 | 5.92                   | 4.14         | 1.78 |

### Institutional Summary

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

| Scale/Item   | Arizona Western College |              |      | Campus item - Answer 1 |              |      | Campus item - Answer 2 |              |      | Campus item - Answer 3 |              |      | Campus item - Answer 4 |              |      |
|--|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|
|  | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  |
| <b>STUDENT CENTEREDNESS</b>  | 6.19                    | 5.59         | 0.60 | 6.20                   | 5.56         | 0.64 | 6.26                   | 5.66         | 0.60 | 6.28                   | 5.81         | 0.47 | 5.72                   | 4.83         | 0.89 |
| 1. The campus staff are caring and helpful.                                | 6.29                    | 5.82         | 0.47 | 6.28                   | 5.83         | 0.45 | 6.47                   | 5.80         | 0.67 | 6.52                   | 6.09         | 0.43 | 5.93                   | 5.14         | 0.79 |
| 20. Students are made to feel welcome here.                                | 6.38                    | 5.99         | 0.39 | 6.38                   | 5.97         | 0.41 | 6.50                   | 6.10         | 0.40 | 6.47                   | 6.27         | 0.20 | 5.85                   | 5.14         | 0.71 |
| 33. Administrators are available to hear students' concerns.               | 6.18                    | 5.38         | 0.80 | 6.19                   | 5.32         | 0.87 | 6.18                   | 5.50         | 0.68 | 6.27                   | 5.48         | 0.79 | 5.69                   | 4.62         | 1.07 |
| 37. I seldom get the "run-around" when seeking information on this campus. | 5.91                    | 5.13         | 0.78 | 5.93                   | 5.08         | 0.85 | 5.84                   | 5.20         | 0.64 | 5.83                   | 5.38         | 0.45 | 5.43                   | 4.38         | 1.05 |

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

| Item   | Arizona Western College |              |      | Campus item - Answer 1 |              |      | Campus item - Answer 2 |              |      | Campus item - Answer 3 |              |      | Campus item - Answer 4 |              |      |
|--|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|
|  | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  |
| 1. The campus staff are caring and helpful.                                      | 6.29                    | 5.82         | 0.47 | 6.28                   | 5.83         | 0.45 | 6.47                   | 5.80         | 0.67 | 6.52                   | 6.09         | 0.43 | 5.93                   | 5.14         | 0.79 |
| 2. Classes are scheduled at times that are convenient for me.                    | 6.54                    | 5.62         | 0.92 | 6.58                   | 5.60         | 0.98 | 6.51                   | 5.59         | 0.92 | 6.61                   | 5.93         | 0.68 | 6.43                   | 5.67         | 0.76 |
| 3. My academic advisor is available when I need help.                            | 6.21                    | 5.44         | 0.77 | 6.21                   | 5.36         | 0.85 | 6.36                   | 5.73         | 0.63 | 6.47                   | 5.60         | 0.87 | 6.00                   | 4.75         | 1.25 |
| 4. Security staff respond quickly to calls for assistance.                       | 6.08                    | 5.44         | 0.64 | 6.11                   | 5.41         | 0.70 | 6.11                   | 5.57         | 0.54 | 5.95                   | 5.25         | 0.70 | 5.54                   | 5.00         | 0.54 |
| 5. Financial aid awards are announced in time to be helpful in college planning. | 6.18                    | 5.29         | 0.89 | 6.18                   | 5.29         | 0.89 | 6.42                   | 5.41         | 1.01 | 6.42                   | 5.66         | 0.76 | 5.93                   | 3.92         | 2.01 |
| 6. Library resources and services are adequate.                                  | 6.14                    | 5.81         | 0.33 | 6.19                   | 5.91         | 0.28 | 6.03                   | 5.35         | 0.68 | 6.13                   | 5.86         | 0.27 | 5.93                   | 5.14         | 0.79 |
| 7. Admissions staff provide personalized attention prior to enrollment.          | 5.99                    | 5.31         | 0.68 | 5.98                   | 5.27         | 0.71 | 6.09                   | 5.48         | 0.61 | 6.18                   | 5.47         | 0.71 | 5.79                   | 4.67         | 1.12 |
| 8. The quality of instruction I receive in most of my classes is excellent.      | 6.48                    | 5.74         | 0.74 | 6.51                   | 5.77         | 0.74 | 6.45                   | 5.74         | 0.71 | 6.62                   | 5.57         | 1.05 | 6.29                   | 5.36         | 0.93 |
| 9. I am able to register for the classes I need with few conflicts.              | 6.41                    | 5.53         | 0.88 | 6.45                   | 5.52         | 0.93 | 6.32                   | 5.64         | 0.68 | 6.56                   | 5.62         | 0.94 | 6.21                   | 4.47         | 1.74 |
| 10. Parking lots are well-lighted and secure.                                    | 6.11                    | 5.42         | 0.69 | 6.15                   | 5.44         | 0.71 | 6.08                   | 5.26         | 0.82 | 6.16                   | 5.58         | 0.58 | 5.86                   | 5.00         | 0.86 |
| 11. Counseling services are available if I need them.                            | 6.12                    | 5.44         | 0.68 | 6.08                   | 5.37         | 0.71 | 6.32                   | 5.71         | 0.61 | 6.57                   | 5.95         | 0.62 | 5.62                   | 4.75         | 0.87 |
| 12. Faculty are fair and unbiased in their treatment of individual students.     | 6.26                    | 5.69         | 0.57 | 6.28                   | 5.69         | 0.59 | 6.31                   | 5.82         | 0.49 | 6.34                   | 5.80         | 0.54 | 5.64                   | 4.71         | 0.93 |
| 13. The campus is safe and secure for all students.                              | 6.53                    | 6.03         | 0.50 | 6.56                   | 6.03         | 0.53 | 6.65                   | 6.15         | 0.50 | 6.78                   | 5.96         | 0.82 | 5.71                   | 5.64         | 0.07 |

## Institutional Summary

### Items: In Sequential Order

| Item  | Arizona Western College |              |      | Campus item - Answer 1 |              |      | Campus item - Answer 2 |              |      | Campus item - Answer 3 |              |      | Campus item - Answer 4 |              |      |
|---|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|
|   | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  |
| 14. My academic advisor is knowledgeable about my program requirements.                       | 6.31                    | 5.50         | 0.81 | 6.34                   | 5.48         | 0.86 | 6.31                   | 5.53         | 0.78 | 6.52                   | 5.59         | 0.93 | 5.57                   | 5.43         | 0.14 |
| 15. Financial aid counseling is available if I need it.                                       | 6.22                    | 5.44         | 0.78 | 6.22                   | 5.37         | 0.85 | 6.40                   | 5.70         | 0.70 | 6.36                   | 5.72         | 0.64 | 5.86                   | 4.77         | 1.09 |
| 16. My advisor helps me apply my program of study to career goals.                            | 6.25                    | 5.36         | 0.89 | 6.25                   | 5.28         | 0.97 | 6.39                   | 5.46         | 0.93 | 6.42                   | 5.84         | 0.58 | 5.71                   | 4.92         | 0.79 |
| 17. Admissions counselors accurately portray program offerings in their recruiting practices. | 5.92                    | 5.23         | 0.69 | 5.91                   | 5.18         | 0.73 | 6.05                   | 5.33         | 0.72 | 6.00                   | 5.45         | 0.55 | 5.54                   | 4.82         | 0.72 |
| 18. Computer labs are adequate and accessible.  | 6.24                    | 5.95         | 0.29 | 6.23                   | 5.91         | 0.32 | 6.37                   | 6.19         | 0.18 | 6.36                   | 6.07         | 0.29 | 6.21                   | 5.33         | 0.88 |
| 19. Registration processes and procedures are convenient.                                     | 6.39                    | 5.77         | 0.62 | 6.42                   | 5.75         | 0.67 | 6.44                   | 5.92         | 0.52 | 6.31                   | 5.91         | 0.40 | 5.93                   | 4.20         | 1.73 |
| 20. Students are made to feel welcome here.   | 6.38                    | 5.99         | 0.39 | 6.38                   | 5.97         | 0.41 | 6.50                   | 6.10         | 0.40 | 6.47                   | 6.27         | 0.20 | 5.85                   | 5.14         | 0.71 |
| 21. The amount of student parking space on campus is adequate.                                | 6.17                    | 4.83         | 1.34 | 6.23                   | 4.85         | 1.38 | 6.03                   | 4.55         | 1.48 | 6.09                   | 5.23         | 0.86 | 5.92                   | 4.14         | 1.78 |
| 22. My academic advisor is knowledgeable about transfer requirements of other schools.        | 6.24                    | 5.34         | 0.90 | 6.27                   | 5.33         | 0.94 | 6.24                   | 5.32         | 0.92 | 6.53                   | 5.81         | 0.72 | 5.36                   | 4.67         | 0.69 |
| 23. This institution helps me identify resources to finance my education.                     | 6.27                    | 5.26         | 1.01 | 6.29                   | 5.20         | 1.09 | 6.25                   | 5.37         | 0.88 | 6.56                   | 5.71         | 0.85 | 5.29                   | 4.15         | 1.14 |
| 24. The equipment in the lab facilities is kept up to date.                                   | 6.08                    | 5.48         | 0.60 | 6.10                   | 5.48         | 0.62 | 6.17                   | 5.41         | 0.76 | 5.93                   | 5.66         | 0.27 | 5.36                   | 3.86         | 1.50 |
| 25. Faculty provide timely feedback about my academic progress.                               | 6.22                    | 5.39         | 0.83 | 6.24                   | 5.40         | 0.84 | 6.23                   | 5.40         | 0.83 | 6.25                   | 5.42         | 0.83 | 5.50                   | 4.07         | 1.43 |



## Institutional Summary

### Items: In Sequential Order

| Item  | Arizona Western College |              |      | Campus item - Answer 1 |              |      | Campus item - Answer 2 |              |      | Campus item - Answer 3 |              |       | Campus item - Answer 4 |              |      |
|---|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|-------|------------------------|--------------|------|
|   | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap   | Importance             | Satisfaction | Gap  |
| 26. There are adequate services to help me decide upon a career.  | 6.25                    | 5.42         | 0.83 | 6.24                   | 5.42         | 0.82 | 6.31                   | 5.33         | 0.98 | 6.38                   | 5.51         | 0.87  | 5.93                   | 4.40         | 1.53 |
| 27. Tutoring services are readily available.  | 6.32                    | 5.93         | 0.39 | 6.36                   | 5.98         | 0.38 | 6.37                   | 5.90         | 0.47 | 6.56                   | 6.11         | 0.45  | 5.36                   | 4.79         | 0.57 |
| 28. This campus provides online access to services I need.  | 6.41                    | 5.99         | 0.42 | 6.42                   | 6.01         | 0.41 | 6.49                   | 5.97         | 0.52 | 6.51                   | 5.96         | 0.55  | 5.86                   | 5.07         | 0.79 |
| 29. There are convenient ways of paying my school bill.   | 6.36                    | 5.69         | 0.67 | 6.38                   | 5.69         | 0.69 | 6.45                   | 5.75         | 0.70 | 6.52                   | 5.91         | 0.61  | 5.85                   | 4.36         | 1.49 |
| 30. The assessment and course placement procedures are reasonable.  | 6.22                    | 5.67         | 0.55 | 6.23                   | 5.66         | 0.57 | 6.33                   | 5.66         | 0.67 | 6.32                   | 5.78         | 0.54  | 5.86                   | 4.80         | 1.06 |
| 31. Faculty use a variety of technology and media in the classroom.   | 5.95                    | 5.73         | 0.22 | 5.97                   | 5.76         | 0.21 | 6.03                   | 5.61         | 0.42 | 5.80                   | 5.96         | -0.16 | 5.79                   | 4.87         | 0.92 |
| 32. I am able to take care of college-related business at times that are convenient for me.                   | 6.32                    | 5.66         | 0.66 | 6.34                   | 5.67         | 0.67 | 6.35                   | 5.65         | 0.70 | 6.39                   | 5.62         | 0.77  | 5.85                   | 4.27         | 1.58 |
| 33. Administrators are available to hear students' concerns.  | 6.18                    | 5.38         | 0.80 | 6.19                   | 5.32         | 0.87 | 6.18                   | 5.50         | 0.68 | 6.27                   | 5.48         | 0.79  | 5.69                   | 4.62         | 1.07 |
| 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). | 6.32                    | 5.79         | 0.53 | 6.35                   | 5.84         | 0.51 | 6.39                   | 5.72         | 0.67 | 6.32                   | 5.75         | 0.57  | 5.71                   | 4.73         | 0.98 |
| 35. I receive ongoing feedback about progress toward my academic goals.                                       | 6.14                    | 5.26         | 0.88 | 6.15                   | 5.22         | 0.93 | 6.17                   | 5.30         | 0.87 | 6.24                   | 5.33         | 0.91  | 5.71                   | 4.73         | 0.98 |
| 36. Tuition paid is a worthwhile investment.  | 6.29                    | 5.58         | 0.71 | 6.30                   | 5.59         | 0.71 | 6.27                   | 5.42         | 0.85 | 6.44                   | 5.65         | 0.79  | 5.71                   | 4.67         | 1.04 |
| 37. I seldom get the "run-around" when seeking information on this campus.                                    | 5.91                    | 5.13         | 0.78 | 5.93                   | 5.08         | 0.85 | 5.84                   | 5.20         | 0.64 | 5.83                   | 5.38         | 0.45  | 5.43                   | 4.38         | 1.05 |

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

| Item   | Arizona Western College |              |      | Campus item - Answer 1 |              |      | Campus item - Answer 2 |              |      | Campus item - Answer 3 |              |      | Campus item - Answer 4 |              |       |
|--|-------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|------|------------------------|--------------|-------|
|  | Importance              | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap  | Importance             | Satisfaction | Gap   |
| 38. Most classes deal with practical experiences and applications.               | 6.08                    | 5.49         | 0.59 | 6.10                   | 5.52         | 0.58 | 6.08                   | 5.36         | 0.72 | 6.07                   | 5.60         | 0.47 | 5.36                   | 4.46         | 0.90  |
| 39. On the whole, the campus is well-maintained.                                 | 6.30                    | 5.97         | 0.33 | 6.31                   | 5.97         | 0.34 | 6.37                   | 5.94         | 0.43 | 6.36                   | 6.16         | 0.20 | 5.71                   | 5.29         | 0.42  |
| 40. There are sufficient courses within my program of study available each term. | 6.40                    | 5.52         | 0.88 | 6.45                   | 5.51         | 0.94 | 6.34                   | 5.41         | 0.93 | 6.55                   | 5.78         | 0.77 | 5.71                   | 5.07         | 0.64  |
| 41. Campus item 1  | 5.55                    | 5.48         | 0.07 | 5.50                   | 5.49         | 0.01 | 5.72                   | 5.39         | 0.33 | 5.98                   | 5.49         | 0.49 | 4.92                   | 5.00         | -0.08 |
| 42. Campus item 2  | 6.02                    | 5.45         | 0.57 | 6.01                   | 5.45         | 0.56 | 6.11                   | 5.49         | 0.62 | 6.29                   | 5.63         | 0.66 | 5.33                   | 4.75         | 0.58  |
| 43. Campus item 3  | 6.33                    | 5.37         | 0.96 | 6.33                   | 5.36         | 0.97 | 6.36                   | 5.50         | 0.86 | 6.48                   | 5.42         | 1.06 | 5.83                   | 4.54         | 1.29  |
| 44. Campus item 4  | 5.75                    | 4.68         | 1.07 | 5.74                   | 4.65         | 1.09 | 5.86                   | 4.62         | 1.24 | 5.71                   | 4.88         | 0.83 | 5.42                   | 4.33         | 1.09  |
| 45. Campus item 5  | 5.48                    | 4.99         | 0.49 | 5.43                   | 4.98         | 0.45 | 5.59                   | 4.86         | 0.73 | 6.02                   | 5.21         | 0.81 | 4.75                   | 4.33         | 0.42  |
| 46. Campus item 6  | 6.15                    | 5.38         | 0.77 | 6.17                   | 5.36         | 0.81 | 6.13                   | 5.52         | 0.61 | 6.02                   | 5.38         | 0.64 | 5.75                   | 4.86         | 0.89  |
| 47. Campus item 7  | 6.46                    | 5.63         | 0.83 | 6.50                   | 5.66         | 0.84 | 6.43                   | 5.51         | 0.92 | 6.45                   | 5.60         | 0.85 | 5.83                   | 5.00         | 0.83  |
| 48. Campus item 8  | 6.29                    | 5.49         | 0.80 | 6.29                   | 5.50         | 0.79 | 6.33                   | 5.44         | 0.89 | 6.67                   | 5.60         | 1.07 | 5.33                   | 4.77         | 0.56  |
| 49. Campus item 9  | 5.97                    | 5.52         | 0.45 |                        |              |      | 6.30                   | 6.00         | 0.30 | 6.83                   | 6.13         | 0.70 | 5.71                   | 4.89         | 0.82  |
| 50. Campus item 10   | 5.91                    | 5.42         | 0.49 | 5.95                   |              |      | 6.07                   | 5.96         | 0.11 | 7.00                   | 5.80         | 1.20 | 5.71                   | 4.89         | 0.82  |
| 51. Cost as factor in decision to enroll.  | 6.51                    |              |      | 6.55                   |              |      | 6.51                   |              |      | 6.61                   |              |      | 6.17                   |              |       |
| 52. Financial assistance as factor in decision to enroll.                        | 6.32                    |              |      | 6.32                   |              |      | 6.49                   |              |      | 6.63                   |              |      | 6.50                   |              |       |

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

| Item  | Arizona Western College |              |     | Campus item - Answer 1 |              |     | Campus item - Answer 2 |              |     | Campus item - Answer 3 |              |     | Campus item - Answer 4 |              |     |
|---|-------------------------|--------------|-----|------------------------|--------------|-----|------------------------|--------------|-----|------------------------|--------------|-----|------------------------|--------------|-----|
|   | Importance              | Satisfaction | Gap | Importance             | Satisfaction | Gap | Importance             | Satisfaction | Gap | Importance             | Satisfaction | Gap | Importance             | Satisfaction | Gap |
| 53. Academic reputation as factor in decision to enroll.                | 5.84                    |              |     | 5.81                   |              |     | 5.93                   |              |     | 5.98                   |              |     | 6.42                   |              |     |
| 54. Future career opportunities as factor in decision to enroll.        | 6.36                    |              |     | 6.36                   |              |     | 6.47                   |              |     | 6.45                   |              |     | 6.58                   |              |     |
| 55. Personal recommendations as factor in decision to enroll.           | 5.75                    |              |     | 5.73                   |              |     | 5.89                   |              |     | 5.73                   |              |     | 6.00                   |              |     |
| 56. Distance from campus as factor in decision to enroll.               | 5.96                    |              |     | 5.93                   |              |     | 6.07                   |              |     | 6.09                   |              |     | 6.42                   |              |     |
| 57. Information on the campus Web site as factor in decision to enroll. | 5.83                    |              |     | 5.81                   |              |     | 5.81                   |              |     | 6.02                   |              |     | 6.50                   |              |     |
| 58. Campus visits as factor in decision to enroll.                      | 5.41                    |              |     | 5.36                   |              |     | 5.42                   |              |     | 5.80                   |              |     | 6.17                   |              |     |

## Institutional Summary

### Summary Items

| Summary Item   | Arizona Western College | Campus item - Answer 1 | Campus item - Answer 2 | Campus item - Answer 3 | Campus item - Answer 4 |
|--|-------------------------|------------------------|------------------------|------------------------|------------------------|
| So far, how has your college experience met your expectations?     | Average: 4.92           | Average: 4.91          | Average: 4.78          | Average: 5.13          | Average: 4.71          |
| 1=Much worse than expected   | 0%                      | 1%                     | 0%                     | 0%                     | 7%                     |
| 2=Quite a bit worse than I expected                                | 1%                      | 1%                     | 3%                     | 0%                     | 0%                     |
| 3=Worse than I expected  | 5%                      | 5%                     | 6%                     | 4%                     | 14%                    |
| 4=About what I expected  | 36%                     | 37%                    | 36%                    | 43%                    | 28%                    |
| 5=Better than I expected   | 24%                     | 24%                    | 23%                    | 13%                    | 14%                    |
| 6=Quite a bit better than I expected                               | 15%                     | 15%                    | 14%                    | 13%                    | 14%                    |
| 7=Much better than expected  | 16%                     | 15%                    | 13%                    | 26%                    | 21%                    |
| Rate your overall satisfaction with your experience here thus far. | Average: 5.42           | Average: 5.43          | Average: 5.29          | Average: 5.52          | Average: 4.71          |
| 1=Not satisfied at all   | 0%                      | 0%                     | 2%                     | 0%                     | 7%                     |
| 2=Not very satisfied   | 1%                      | 1%                     | 3%                     | 0%                     | 7%                     |
| 3=Somewhat dissatisfied  | 4%                      | 4%                     | 3%                     | 4%                     | 14%                    |
| 4=Neutral  | 17%                     | 17%                    | 18%                    | 19%                    | 21%                    |
| 5=Somewhat satisfied   | 17%                     | 18%                    | 19%                    | 17%                    | 7%                     |
| 6=Satisfied  | 39%                     | 40%                    | 35%                    | 36%                    | 14%                    |
| 7=Very satisfied   | 18%                     | 17%                    | 18%                    | 21%                    | 28%                    |
| All in all, if you had to do it over, would you enroll here again? | Average: 5.69           | Average: 5.72          | Average: 5.49          | Average: 6.02          | Average: 5.54          |
| 1=Definitely not   | 1%                      | 1%                     | 1%                     | 0%                     | 7%                     |
| 2=Probably not   | 2%                      | 2%                     | 2%                     | 0%                     | 0%                     |
| 3=Maybe not  | 3%                      | 3%                     | 3%                     | 0%                     | 0%                     |
| 4=I don't know   | 10%                     | 9%                     | 14%                    | 6%                     | 23%                    |
| 5=Maybe yes  | 15%                     | 14%                    | 17%                    | 23%                    | 7%                     |
| 6=Probably yes   | 33%                     | 35%                    | 35%                    | 30%                    | 15%                    |
| 7=Definitely yes   | 32%                     | 33%                    | 24%                    | 39%                    | 46%                    |