

## Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	491	74.51%	1 year or less	245	37.63%
Male	168	25.49%	2 years	255	39.17%
Total	659	100.00%	3 years	89	13.67%
No Response	43		4 or more years	62	9.52%
			Total	651	100.00%
			No Response	51	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	48	7.24%	No credits earned	47	7.25%
19 to 24	212	31.98%	1.99 or below	13	2.01%
25 to 34	163	24.59%	2.0 - 2.49	45	6.94%
35 to 44	133	20.06%	2.5 - 2.99	106	16.36%
45 and over	107	16.14%	3.0 - 3.49	186	28.70%
Total	663	100.00%	3.5 or above	251	38.73%
No Response	39		Total	648	100.00%
			No Response	54	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	13	1.98%	Associate degree	367	55.69%
American Indian or Alaskan Native	6	0.91%	Vocational/technical program	32	4.86%
Asian or Pacific Islander	20	3.05%	Transfer to another institution	198	30.05%
Caucasian/White	569	86.74%	Certification (initial / renewal)	25	3.79%
Hispanic	17	2.59%	Self-improvement/pleasure	9	1.37%
Other race	7	1.07%	Job-related training	7	1.06%
Race - Prefer not to respond	24	3.66%	Other educational goal	21	3.19%
Total	656	100.00%	Total	659	100.00%
No Response	46		No Response	43	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Employment</b>	<b>N</b>	<b>%</b>
Day	482	75.43%	Full-time off campus	240	36.87%
Evening	152	23.79%	Part-time off campus	160	24.58%
Weekend	5	0.78%	Full-time on campus	7	1.08%
Total	639	100.00%	Part-time on campus	37	5.68%
No Response	63		Not employed	207	31.80%
			Total	651	100.00%
<b>Current Class Load</b>	<b>N</b>	<b>%</b>	No Response	51	
Full-time	388	59.06%			
Part-time	269	40.94%			
Total	657	100.00%			
No Response	45				

## Demographics

<b>Current Residence</b>			<b>On what campus do you take most of your courses?</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Residence hall	1	0.15%	Springfield	386	58.75%
Own house	238	36.50%	Online	117	17.81%
Rent room or apt off campus	187	28.68%	Richwood Valley	70	10.65%
Parent's home	161	24.69%	Branson	35	5.33%
Other residence	65	9.97%	Lebanon	28	4.26%
Total	652	100.00%	Waynesville	21	3.20%
No Response	50		Total	657	100.00%
			No Response	45	
<b>Residence Classification</b>			<b>Institution Question 2</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
In-state	631	96.93%	Campus item 2 - Answer 1	0	0%
Out-of-state	13	2.00%	Campus item 2 - Answer 2	0	0%
International (not U.S. citizen)	7	1.08%	Campus item 2 - Answer 3	0	0%
Total	651	100.00%	Campus item 2 - Answer 4	0	0%
No Response	51		Campus item 2 - Answer 5	0	0%
			Campus item 2 - Answer 6	0	0%
			Total	0	100.00%
			No Response	702	
<b>Disabilities</b>			<b>Group Code</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Yes - Disability	63	9.71%	0001: AUTO BODY TECHNOLOGY	1	0.15%
No - Disability	586	90.29%	0002: ACCOUNTING	27	4.13%
Total	649	100.00%	0003: AGRI BUSINESS	5	0.77%
No Response	53		0005: ASSOCIATE OF NURSING	25	3.83%
			0006: AUTOMOTIVE TECHNOLOGY	10	1.53%
			0007: BAKING	2	0.31%
			0008: BIOLOGICAL CLINICAL SCIENCE	7	1.07%
			0009: BIOLOGY	6	0.92%
			0010: BUSINESS-MARKETING	50	7.66%
			0012: CHEMISTRY	4	0.61%
			0013: COMPUTER INFORMATION SCIENCE	31	4.75%
			0014: CONSTRUCTION TECHNOLOGY	1	0.15%
			0015: CULINARY ARTS	12	1.84%
			0016: DENTAL ASSISTING	7	1.07%
			0017: DRAFTING & DESIGN	5	0.77%
			0018: DENTAL HYGIENE	17	2.60%
			0019: DIESEL TECHNOLOGY	2	0.31%
<b>Institution Was My</b>					
	<b>N</b>	<b>%</b>			
1st choice	494	75.88%			
2nd choice	118	18.13%			
3rd choice or lower	39	5.99%			
Total	651	100.00%			
No Response	51				

## Demographics

---

0020: EARLY CHILDHOOD DEVELOPMENT	28	4.29%
0021: ENGINEERING	14	2.14%
0023: ELECTRONIC MED PROD	3	0.46%
0024: EMERGENCY MEDICAL TECHNICIAN	6	0.92%
0025: FIRE SCIENCE TECHNOLOGY	2	0.31%
0026: GRAPHIC DESIGN	3	0.46%
0027: GENERAL EDUCATION	12	1.84%
0028: HEARING INSTRUMENT SCIENCE	6	0.92%
0029: HEALTH INFORMATION TECHNOLOGY	24	3.68%
0030: H.R.A.C	2	0.31%
0031: HOSPITALITY MANAGEMENT	4	0.61%
0033: INDUST MAINT TECH	3	0.46%
0034: MANUFACTURING TECHNOLOGY	1	0.15%
0035: MEDICAL LAB TECHNICIAN	3	0.46%
0037: MACHINE TOOL TECH	1	0.15%
0038: NETWORKING TECHNOLOGY	7	1.07%
0039: NURSING	48	7.35%
0040: OCC THERAPY ASST	4	0.61%
0041: PHYSICAL THERAPY ASSISTANT	16	2.45%
0042: RESPIRATORY THERAPY	2	0.31%
0043: SURGICAL TECHNOLOGY	3	0.46%
0044: ASSOCIATE OF ARTS IN TEACHING	36	5.51%
0045: TURF AND LANDSCAPE MGT.	1	0.15%
0046: ASSOCIATE OF ARTS	148	22.66%
0047: WELDING TECHNOLOGY	2	0.31%
0048: OTHER	62	9.49%
Total	653	100.00%
No Response	49	

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 58. Nearly all of the faculty are knowledgeable in their fields.
- 70. I am able to experience intellectual growth here.
- 66. Program requirements are clear and reasonable.
- 31. The campus is safe and secure for all students.
- 69. There is a good variety of courses provided on this campus.
- 51. There are convenient ways of paying my school bill.
- 68. On the whole, the campus is well-maintained.
- 34. Computer labs are adequate and accessible.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 36. Students are made to feel welcome on this campus.
- 42. The equipment in the lab facilities is kept up to date.
- 61. Faculty are usually available after class and during office hours.

#### **Challenges**

- 18. The quality of instruction I receive in most of my classes is excellent.
- 15. I am able to register for classes I need with few conflicts.
- 8. Classes are scheduled at times that are convenient for me.
- 52. This school does whatever it can to help me reach my educational goals.
- 46. Faculty provide timely feedback about student progress in a course.
- 63. I seldom get the "run-around" when seeking information on this campus.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 32. My academic advisor is knowledgeable about my program requirements.
- 39. The amount of student parking space on campus is adequate.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 20. Financial aid counselors are helpful.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.

## **Strategic Planning Overview Benchmarks**

### **Higher Satisfaction vs. National Community Colleges**

- 15. I am able to register for classes I need with few conflicts.
- 70. I am able to experience intellectual growth here.
- 66. Program requirements are clear and reasonable.
- 31. The campus is safe and secure for all students.
- 69. There is a good variety of courses provided on this campus.
- 7. Adequate financial aid is available for most students.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 3. The quality of instruction in the vocational/technical programs is excellent.
- 51. There are convenient ways of paying my school bill.
- 52. This school does whatever it can to help me reach my educational goals.
- 46. Faculty provide timely feedback about student progress in a course.
- 68. On the whole, the campus is well-maintained.
- 34. Computer labs are adequate and accessible.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 41. Admissions staff are knowledgeable.
- 63. I seldom get the "run-around" when seeking information on this campus.
- 23. Faculty are understanding of students' unique life circumstances.
- 36. Students are made to feel welcome on this campus.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 24. Parking lots are well-lighted and secure.
- 42. The equipment in the lab facilities is kept up to date.
- 60. Billing policies are reasonable.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 20. Financial aid counselors are helpful.
- 61. Faculty are usually available after class and during office hours.
- 5. The personnel involved in registration are helpful.
- 64. Nearly all classes deal with practical experiences and applications.
- 37. Faculty take into consideration student differences as they teach a course.

### **Lower Satisfaction vs. National Community Colleges**

- 32. My academic advisor is knowledgeable about my program requirements.
- 39. The amount of student parking space on campus is adequate.

### **Higher Importance vs. National Community Colleges**

## Strategic Planning Overview

18. The quality of instruction I receive in most of my classes is excellent.
15. I am able to register for classes I need with few conflicts.
58. Nearly all of the faculty are knowledgeable in their fields.
70. I am able to experience intellectual growth here.
66. Program requirements are clear and reasonable.
8. Classes are scheduled at times that are convenient for me.
31. The campus is safe and secure for all students.
69. There is a good variety of courses provided on this campus.
7. Adequate financial aid is available for most students.
29. Faculty are fair and unbiased in their treatment of individual students.
3. The quality of instruction in the vocational/technical programs is excellent.
51. There are convenient ways of paying my school bill.
52. This school does whatever it can to help me reach my educational goals.
46. Faculty provide timely feedback about student progress in a course.
68. On the whole, the campus is well-maintained.
34. Computer labs are adequate and accessible.
35. Policies and procedures regarding registration and course selection are clear and well-publicized.
41. Admissions staff are knowledgeable.
63. I seldom get the "run-around" when seeking information on this campus.
23. Faculty are understanding of students' unique life circumstances.
36. Students are made to feel welcome on this campus.
13. Financial aid awards are announced to students in time to be helpful in college planning.
24. Parking lots are well-lighted and secure.
42. The equipment in the lab facilities is kept up to date.
60. Billing policies are reasonable.
39. The amount of student parking space on campus is adequate.
65. Students are notified early in the term if they are doing poorly in a class.
20. Financial aid counselors are helpful.
61. Faculty are usually available after class and during office hours.
5. The personnel involved in registration are helpful.
64. Nearly all classes deal with practical experiences and applications.
37. Faculty take into consideration student differences as they teach a course.

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

Scale	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.52	5.66 / 1.18	0.86	6.27	5.51 / 1.11	0.76	0.15 ***
Registration Effectiveness	6.48	5.71 / 1.11	0.77	6.24	5.53 / 1.07	0.71	0.18 ***
Admissions and Financial Aid	6.43	5.56 / 1.31	0.87	6.16	5.30 / 1.26	0.86	0.26 ***
Safety and Security	6.42	5.43 / 1.29	0.99	6.10	5.23 / 1.20	0.87	0.20 ***
Concern for the Individual	6.38	5.37 / 1.43	1.01	6.18	5.34 / 1.25	0.84	0.03
Academic Advising/Counseling	6.37	5.06 / 1.68	1.31	6.24	5.32 / 1.37	0.92	-0.26 ***
Academic Services	6.33	5.83 / 1.09	0.50	6.14	5.62 / 1.06	0.52	0.21 ***
Campus Climate	6.31	5.59 / 1.24	0.72	6.08	5.43 / 1.11	0.65	0.16 ***
Service Excellence	6.29	5.58 / 1.23	0.71	6.06	5.40 / 1.11	0.66	0.18 ***
Student Centeredness	6.29	5.61 / 1.32	0.68	6.08	5.48 / 1.18	0.60	0.13 **
Campus Support Services	5.96	5.33 / 1.45	0.63	5.60	5.11 / 1.23	0.49	0.22 ***
Responsiveness to Diverse Populations		5.86 / 1.33			5.60 / 1.27		0.26 ***

\* 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 185186 records.

## Institutional Summary

### Items: In Order of Importance

Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
18. The quality of instruction I receive in most of my classes is excellent.	6.71	5.70 / 1.45	1.01	6.48	5.63 / 1.36	0.85	0.07
15. I am able to register for classes I need with few conflicts.	6.66	5.68 / 1.56	0.98	6.42	5.47 / 1.56	0.95	0.21 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.65	5.86 / 1.44	0.79	6.40	5.78 / 1.32	0.62	0.08
70. I am able to experience intellectual growth here.	6.65	5.99 / 1.38	0.66	6.41	5.84 / 1.32	0.57	0.15 **
66. Program requirements are clear and reasonable.	6.64	5.85 / 1.43	0.79	6.35	5.63 / 1.40	0.72	0.22 ***
87. Cost as factor in decision to enroll.	6.64			6.34			
8. Classes are scheduled at times that are convenient for me.	6.63	5.58 / 1.55	1.05	6.47	5.52 / 1.51	0.95	0.06
7. Adequate financial aid is available for most students.	6.61	5.73 / 1.55	0.88	6.31	5.37 / 1.67	0.94	0.36 ***
31. The campus is safe and secure for all students.	6.61	5.98 / 1.27	0.63	6.38	5.75 / 1.31	0.63	0.23 ***
69. There is a good variety of courses provided on this campus.	6.61	5.89 / 1.40	0.72	6.36	5.71 / 1.40	0.65	0.18 **
3. The quality of instruction in the vocational/technical programs is excellent.	6.55	5.64 / 1.43	0.91	6.15	5.47 / 1.37	0.68	0.17 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.55	5.74 / 1.54	0.81	6.32	5.50 / 1.50	0.82	0.24 ***
51. There are convenient ways of paying my school bill.	6.54	5.88 / 1.47	0.66	6.24	5.62 / 1.46	0.62	0.26 ***
52. This school does whatever it can to help me reach my educational goals.	6.54	5.50 / 1.59	1.04	6.29	5.35 / 1.52	0.94	0.15 *
46. Faculty provide timely feedback about student progress in a course.	6.52	5.52 / 1.56	1.00	6.28	5.37 / 1.51	0.91	0.15 *

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

National Group Means are based on 185186 records.



## Institutional Summary

### Items: In Order of Importance

Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
68. On the whole, the campus is well-maintained.	6.51	6.32 / 1.07	0.19	6.25	5.91 / 1.28	0.34	0.41 ***
34. Computer labs are adequate and accessible.	6.50	5.98 / 1.39	0.52	6.25	5.73 / 1.41	0.52	0.25 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.50	5.82 / 1.42	0.68	6.25	5.51 / 1.46	0.74	0.31 ***
41. Admissions staff are knowledgeable.	6.50	5.71 / 1.52	0.79	6.25	5.50 / 1.46	0.75	0.21 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.50	5.33 / 1.81	1.17	6.13	5.16 / 1.69	0.97	0.17 *
23. Faculty are understanding of students' unique life circumstances.	6.49	5.55 / 1.64	0.94	6.22	5.35 / 1.54	0.87	0.20 ***
36. Students are made to feel welcome on this campus.	6.48	5.95 / 1.42	0.53	6.24	5.70 / 1.36	0.54	0.25 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.47	5.32 / 1.75	1.15	6.19	5.11 / 1.71	1.08	0.21 **
24. Parking lots are well-lighted and secure.	6.47	5.68 / 1.53	0.79	6.16	5.33 / 1.60	0.83	0.35 ***
42. The equipment in the lab facilities is kept up to date.	6.46	5.84 / 1.42	0.62	6.20	5.56 / 1.43	0.64	0.28 ***
60. Billing policies are reasonable.	6.46	5.70 / 1.52	0.76	6.16	5.48 / 1.46	0.68	0.22 ***
32. My academic advisor is knowledgeable about my program requirements.	6.45	5.12 / 1.97	1.33	6.38	5.48 / 1.66	0.90	-0.36 ***
39. The amount of student parking space on campus is adequate.	6.45	4.41 / 2.14	2.04	6.21	4.69 / 1.97	1.52	-0.28 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.45	5.20 / 1.84	1.25	6.22	5.02 / 1.74	1.20	0.18 *
88. Financial aid as factor in decision to enroll.	6.44			6.09			

\* 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 185186 records.

## Institutional Summary

### Items: In Order of Importance

Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
20. Financial aid counselors are helpful.	6.43	5.45 / 1.67	0.98	6.19	5.18 / 1.71	1.01	0.27 ***
61. Faculty are usually available after class and during office hours.	6.43	5.86 / 1.38	0.57	6.27	5.72 / 1.36	0.55	0.14 *
5. The personnel involved in registration are helpful.	6.42	5.60 / 1.63	0.82	6.25	5.41 / 1.59	0.84	0.19 **
64. Nearly all classes deal with practical experiences and applications.	6.42	5.62 / 1.47	0.80	6.16	5.51 / 1.39	0.65	0.11 *
37. Faculty take into consideration student differences as they teach a course.	6.41	5.51 / 1.51	0.90	6.14	5.32 / 1.49	0.82	0.19 **
11. Security staff respond quickly in emergencies.	6.40	5.63 / 1.51	0.77	6.03	5.16 / 1.48	0.87	0.47 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.40	4.88 / 2.06	1.52	6.24	5.24 / 1.68	1.00	-0.36 ***
48. Counseling staff care about students as individuals.	6.40	5.57 / 1.62	0.83	6.14	5.34 / 1.55	0.80	0.23 **
55. Academic support services adequately meet the needs of students.	6.40	5.59 / 1.52	0.81	6.12	5.41 / 1.41	0.71	0.18 **
56. The business office is open during hours which are convenient for most students.	6.40	5.67 / 1.49	0.73	6.11	5.52 / 1.43	0.59	0.15 *
27. The campus staff are caring and helpful.	6.39	5.77 / 1.43	0.62	6.15	5.58 / 1.34	0.57	0.19 ***
28. It is an enjoyable experience to be a student on this campus.	6.39	5.69 / 1.56	0.70	6.22	5.60 / 1.44	0.62	0.09
54. Faculty are interested in my academic problems.	6.38	5.43 / 1.58	0.95	6.11	5.29 / 1.52	0.82	0.14 *
47. There are adequate services to help me decide upon a career.	6.36	5.44 / 1.68	0.92	6.13	5.31 / 1.52	0.82	0.13 *
53. The assessment and course placement procedures are reasonable.	6.36	5.73 / 1.46	0.63	6.12	5.47 / 1.43	0.65	0.26 ***

\* 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 185186 records.

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

Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Channels for expressing student complaints are readily available.	6.36	5.27 / 1.80	1.09	6.01	5.00 / 1.68	1.01	0.27 ***
43. Class change (drop/add) policies are reasonable.	6.35	5.78 / 1.53	0.57	6.18	5.59 / 1.46	0.59	0.19 **
45. This institution has a good reputation within the community.	6.35	6.02 / 1.33	0.33	6.12	5.72 / 1.37	0.40	0.30 ***
57. Administrators are approachable to students.	6.35	5.54 / 1.63	0.81	6.12	5.43 / 1.48	0.69	0.11
6. My academic advisor is approachable.	6.34	5.03 / 2.09	1.31	6.30	5.49 / 1.65	0.81	-0.46 ***
16. The college shows concern for students as individuals.	6.33	5.32 / 1.67	1.01	6.17	5.21 / 1.58	0.96	0.11
50. Tutoring services are readily available.	6.33	5.93 / 1.41	0.40	6.11	5.60 / 1.45	0.51	0.33 ***
2. Faculty care about me as an individual.	6.31	5.48 / 1.60	0.83	6.07	5.45 / 1.44	0.62	0.03
25. My academic advisor is concerned about my success as an individual.	6.31	4.70 / 2.15	1.61	6.20	5.17 / 1.74	1.03	-0.47 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.30	5.57 / 1.60	0.73	6.07	5.31 / 1.49	0.76	0.26 ***
62. Bookstore staff are helpful.	6.30	5.65 / 1.62	0.65	6.11	5.67 / 1.46	0.44	-0.02
30. The career services office provides students with the help they need to get a job.	6.28	5.41 / 1.69	0.87	6.00	5.10 / 1.52	0.90	0.31 ***
22. People on this campus respect and are supportive of each other.	6.26	5.55 / 1.52	0.71	6.07	5.44 / 1.40	0.63	0.11
14. Library resources and services are adequate.	6.22	5.72 / 1.51	0.50	6.19	5.75 / 1.33	0.44	-0.03
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.19	5.55 / 1.57	0.64	5.90	5.28 / 1.47	0.62	0.27 ***

\* 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 185186 records.

## Institutional Summary

### Items: In Order of Importance

Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
59. New student orientation services help students adjust to college.	6.19	5.45 / 1.71	0.74	5.91	5.38 / 1.51	0.53	0.07
21. There are a sufficient number of study areas on campus.	6.18	5.82 / 1.45	0.36	6.09	5.59 / 1.48	0.50	0.23 ***
26. Library staff are helpful and approachable.	6.18	5.95 / 1.36	0.23	6.04	5.70 / 1.37	0.34	0.25 ***
12. My academic advisor helps me set goals to work toward.	6.17	4.63 / 2.15	1.54	6.10	5.13 / 1.76	0.97	-0.50 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.16	5.27 / 1.68	0.89	6.00	5.09 / 1.62	0.91	0.18 *
4. Security staff are helpful.	6.15	5.55 / 1.59	0.60	5.69	5.19 / 1.56	0.50	0.36 ***
89. Academic reputation as factor in decision to enroll.	6.15			5.91			
38. The student center is a comfortable place for students to spend their leisure time.	5.97	5.57 / 1.51	0.40	5.79	5.40 / 1.47	0.39	0.17 *
93. Geographic setting as factor in decision to enroll.	5.95			5.56			
1. Most students feel a sense of belonging here.	5.84	5.39 / 1.56	0.45	5.62	5.38 / 1.39	0.24	0.01
17. Personnel in the Veterans' Services program are helpful.	5.82	5.49 / 1.58	0.33	5.03	4.82 / 1.46	0.21	0.67 ***
44. I generally know what's happening on campus.	5.82	5.62 / 1.56	0.20	5.63	5.16 / 1.55	0.47	0.46 ***
19. This campus provides effective support services for displaced homemakers.	5.79	5.14 / 1.74	0.65	5.30	4.90 / 1.45	0.40	0.24 *
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.54			5.44			
90. Size of institution as factor in decision to enroll.	5.47			5.21			

\* 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 185186 records.

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

Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Campus appearance as factor in decision to enroll.	5.19			5.24			
92. Recommendations from family/friends as factor in decision to enroll.	4.97			4.95			
10. Child care facilities are available on campus.	4.72	4.20 / 2.13	0.52	4.54	4.44 / 1.75	0.10	-0.24 *
91. Opportunity to play sports as factor in decision to enroll.	2.95			3.52			
71. Campus item 1							
72. Campus item 2							
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.91 / 1.41			5.69 / 1.36		0.22 ***
82. Institution's commitment to evening students?		5.83 / 1.43			5.57 / 1.45		0.26 ***
83. Institution's commitment to older, returning learners?		5.93 / 1.43			5.67 / 1.42		0.26 ***
84. Institution's commitment to under-represented populations?		5.80 / 1.50			5.51 / 1.41		0.29 ***

\* 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 185186 records.

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

Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		5.71 / 1.53			5.49 / 1.48		0.22 ***
86. Institution's commitment to students with disabilities?		6.00 / 1.35			5.65 / 1.41		0.35 ***

National Group Means are based on 185186 records.

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

### Institutional Summary

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

Scale/Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING/COUNSELING</b>	6.37	5.06 / 1.68	1.31	6.24	5.32 / 1.37	0.92	-0.26 ***
6. My academic advisor is approachable.	6.34	5.03 / 2.09	1.31	6.30	5.49 / 1.65	0.81	-0.46 ***
12. My academic advisor helps me set goals to work toward.	6.17	4.63 / 2.15	1.54	6.10	5.13 / 1.76	0.97	-0.50 ***
25. My academic advisor is concerned about my success as an individual.	6.31	4.70 / 2.15	1.61	6.20	5.17 / 1.74	1.03	-0.47 ***
32. My academic advisor is knowledgeable about my program requirements.	6.45	5.12 / 1.97	1.33	6.38	5.48 / 1.66	0.90	-0.36 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.40	4.88 / 2.06	1.52	6.24	5.24 / 1.68	1.00	-0.36 ***
48. Counseling staff care about students as individuals.	6.40	5.57 / 1.62	0.83	6.14	5.34 / 1.55	0.80	0.23 **
52. This school does whatever it can to help me reach my educational goals.	6.54	5.50 / 1.59	1.04	6.29	5.35 / 1.52	0.94	0.15 *

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

National Group Means are based on 185186 records.

### Institutional Summary

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

Scale/Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC SERVICES</b>	6.33	5.83 / 1.09	0.50	6.14	5.62 / 1.06	0.52	0.21 ***
14. Library resources and services are adequate.	6.22	5.72 / 1.51	0.50	6.19	5.75 / 1.33	0.44	-0.03
21. There are a sufficient number of study areas on campus.	6.18	5.82 / 1.45	0.36	6.09	5.59 / 1.48	0.50	0.23 ***
26. Library staff are helpful and approachable.	6.18	5.95 / 1.36	0.23	6.04	5.70 / 1.37	0.34	0.25 ***
34. Computer labs are adequate and accessible.	6.50	5.98 / 1.39	0.52	6.25	5.73 / 1.41	0.52	0.25 ***
42. The equipment in the lab facilities is kept up to date.	6.46	5.84 / 1.42	0.62	6.20	5.56 / 1.43	0.64	0.28 ***
50. Tutoring services are readily available.	6.33	5.93 / 1.41	0.40	6.11	5.60 / 1.45	0.51	0.33 ***
55. Academic support services adequately meet the needs of students.	6.40	5.59 / 1.52	0.81	6.12	5.41 / 1.41	0.71	0.18 **

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

National Group Means are based on 185186 records.



## Institutional Summary

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

Scale/Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID</b>	6.43	5.56 / 1.31	0.87	6.16	5.30 / 1.26	0.86	0.26 ***
7. Adequate financial aid is available for most students.	6.61	5.73 / 1.55	0.88	6.31	5.37 / 1.67	0.94	0.36 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.47	5.32 / 1.75	1.15	6.19	5.11 / 1.71	1.08	0.21 **
20. Financial aid counselors are helpful.	6.43	5.45 / 1.67	0.98	6.19	5.18 / 1.71	1.01	0.27 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.19	5.55 / 1.57	0.64	5.90	5.28 / 1.47	0.62	0.27 ***
41. Admissions staff are knowledgeable.	6.50	5.71 / 1.52	0.79	6.25	5.50 / 1.46	0.75	0.21 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.30	5.57 / 1.60	0.73	6.07	5.31 / 1.49	0.76	0.26 ***

\* 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 185186 records.

### Institutional Summary

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

Scale/Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.31	5.59 / 1.24	0.72	6.08	5.43 / 1.11	0.65	0.16 ***
1. Most students feel a sense of belonging here.	5.84	5.39 / 1.56	0.45	5.62	5.38 / 1.39	0.24	0.01
2. Faculty care about me as an individual.	6.31	5.48 / 1.60	0.83	6.07	5.45 / 1.44	0.62	0.03
16. The college shows concern for students as individuals.	6.33	5.32 / 1.67	1.01	6.17	5.21 / 1.58	0.96	0.11
22. People on this campus respect and are supportive of each other.	6.26	5.55 / 1.52	0.71	6.07	5.44 / 1.40	0.63	0.11
27. The campus staff are caring and helpful.	6.39	5.77 / 1.43	0.62	6.15	5.58 / 1.34	0.57	0.19 ***
28. It is an enjoyable experience to be a student on this campus.	6.39	5.69 / 1.56	0.70	6.22	5.60 / 1.44	0.62	0.09
31. The campus is safe and secure for all students.	6.61	5.98 / 1.27	0.63	6.38	5.75 / 1.31	0.63	0.23 ***
36. Students are made to feel welcome on this campus.	6.48	5.95 / 1.42	0.53	6.24	5.70 / 1.36	0.54	0.25 ***
44. I generally know what's happening on campus.	5.82	5.62 / 1.56	0.20	5.63	5.16 / 1.55	0.47	0.46 ***
45. This institution has a good reputation within the community.	6.35	6.02 / 1.33	0.33	6.12	5.72 / 1.37	0.40	0.30 ***
52. This school does whatever it can to help me reach my educational goals.	6.54	5.50 / 1.59	1.04	6.29	5.35 / 1.52	0.94	0.15 *
57. Administrators are approachable to students.	6.35	5.54 / 1.63	0.81	6.12	5.43 / 1.48	0.69	0.11
59. New student orientation services help students adjust to college.	6.19	5.45 / 1.71	0.74	5.91	5.38 / 1.51	0.53	0.07
63. I seldom get the "run-around" when seeking information on this campus.	6.50	5.33 / 1.81	1.17	6.13	5.16 / 1.69	0.97	0.17 *
67. Channels for expressing student complaints are readily available.	6.36	5.27 / 1.80	1.09	6.01	5.00 / 1.68	1.01	0.27 ***

\* 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 185186 records.

### Institutional Summary

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

Scale/Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	5.96	5.33 / 1.45	0.63	5.60	5.11 / 1.23	0.49	0.22 ***
10. Child care facilities are available on campus.	4.72	4.20 / 2.13	0.52	4.54	4.44 / 1.75	0.10	-0.24 *
17. Personnel in the Veterans' Services program are helpful.	5.82	5.49 / 1.58	0.33	5.03	4.82 / 1.46	0.21	0.67 ***
19. This campus provides effective support services for displaced homemakers.	5.79	5.14 / 1.74	0.65	5.30	4.90 / 1.45	0.40	0.24 *
30. The career services office provides students with the help they need to get a job.	6.28	5.41 / 1.69	0.87	6.00	5.10 / 1.52	0.90	0.31 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.97	5.57 / 1.51	0.40	5.79	5.40 / 1.47	0.39	0.17 *
47. There are adequate services to help me decide upon a career.	6.36	5.44 / 1.68	0.92	6.13	5.31 / 1.52	0.82	0.13 *
59. New student orientation services help students adjust to college.	6.19	5.45 / 1.71	0.74	5.91	5.38 / 1.51	0.53	0.07

\* 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 185186 records.

### Institutional Summary

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

Scale/Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.38	5.37 / 1.43	1.01	6.18	5.34 / 1.25	0.84	0.03
2. Faculty care about me as an individual.	6.31	5.48 / 1.60	0.83	6.07	5.45 / 1.44	0.62	0.03
16. The college shows concern for students as individuals.	6.33	5.32 / 1.67	1.01	6.17	5.21 / 1.58	0.96	0.11
25. My academic advisor is concerned about my success as an individual.	6.31	4.70 / 2.15	1.61	6.20	5.17 / 1.74	1.03	-0.47 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.55	5.74 / 1.54	0.81	6.32	5.50 / 1.50	0.82	0.24 ***
48. Counseling staff care about students as individuals.	6.40	5.57 / 1.62	0.83	6.14	5.34 / 1.55	0.80	0.23 **

\* 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 185186 records.

## Institutional Summary

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

Scale/Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.52	5.66 / 1.18	0.86	6.27	5.51 / 1.11	0.76	0.15 ***
2. Faculty care about me as an individual.	6.31	5.48 / 1.60	0.83	6.07	5.45 / 1.44	0.62	0.03
18. The quality of instruction I receive in most of my classes is excellent.	6.71	5.70 / 1.45	1.01	6.48	5.63 / 1.36	0.85	0.07
23. Faculty are understanding of students' unique life circumstances.	6.49	5.55 / 1.64	0.94	6.22	5.35 / 1.54	0.87	0.20 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.55	5.74 / 1.54	0.81	6.32	5.50 / 1.50	0.82	0.24 ***
37. Faculty take into consideration student differences as they teach a course.	6.41	5.51 / 1.51	0.90	6.14	5.32 / 1.49	0.82	0.19 **
46. Faculty provide timely feedback about student progress in a course.	6.52	5.52 / 1.56	1.00	6.28	5.37 / 1.51	0.91	0.15 *
54. Faculty are interested in my academic problems.	6.38	5.43 / 1.58	0.95	6.11	5.29 / 1.52	0.82	0.14 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.65	5.86 / 1.44	0.79	6.40	5.78 / 1.32	0.62	0.08
61. Faculty are usually available after class and during office hours.	6.43	5.86 / 1.38	0.57	6.27	5.72 / 1.36	0.55	0.14 *
64. Nearly all classes deal with practical experiences and applications.	6.42	5.62 / 1.47	0.80	6.16	5.51 / 1.39	0.65	0.11 *
65. Students are notified early in the term if they are doing poorly in a class.	6.45	5.20 / 1.84	1.25	6.22	5.02 / 1.74	1.20	0.18 *
66. Program requirements are clear and reasonable.	6.64	5.85 / 1.43	0.79	6.35	5.63 / 1.40	0.72	0.22 ***

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

National Group Means are based on 185186 records.

### Institutional Summary

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

Scale/Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.61	5.89 / 1.40	0.72	6.36	5.71 / 1.40	0.65	0.18 **
70. I am able to experience intellectual growth here.	6.65	5.99 / 1.38	0.66	6.41	5.84 / 1.32	0.57	0.15 **

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

National Group Means are based on 185186 records.

### Institutional Summary

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

Scale/Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.48	5.71 / 1.11	0.77	6.24	5.53 / 1.07	0.71	0.18 ***
5. The personnel involved in registration are helpful.	6.42	5.60 / 1.63	0.82	6.25	5.41 / 1.59	0.84	0.19 **
8. Classes are scheduled at times that are convenient for me.	6.63	5.58 / 1.55	1.05	6.47	5.52 / 1.51	0.95	0.06
15. I am able to register for classes I need with few conflicts.	6.66	5.68 / 1.56	0.98	6.42	5.47 / 1.56	0.95	0.21 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.50	5.82 / 1.42	0.68	6.25	5.51 / 1.46	0.74	0.31 ***
43. Class change (drop/add) policies are reasonable.	6.35	5.78 / 1.53	0.57	6.18	5.59 / 1.46	0.59	0.19 **
51. There are convenient ways of paying my school bill.	6.54	5.88 / 1.47	0.66	6.24	5.62 / 1.46	0.62	0.26 ***
56. The business office is open during hours which are convenient for most students.	6.40	5.67 / 1.49	0.73	6.11	5.52 / 1.43	0.59	0.15 *
60. Billing policies are reasonable.	6.46	5.70 / 1.52	0.76	6.16	5.48 / 1.46	0.68	0.22 ***
62. Bookstore staff are helpful.	6.30	5.65 / 1.62	0.65	6.11	5.67 / 1.46	0.44	-0.02

\* 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 185186 records.

### Institutional Summary

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

Scale/Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.86 / 1.33			5.60 / 1.27		0.26 ***
81. Institution's commitment to part-time students?		5.91 / 1.41			5.69 / 1.36		0.22 ***
82. Institution's commitment to evening students?		5.83 / 1.43			5.57 / 1.45		0.26 ***
83. Institution's commitment to older, returning learners?		5.93 / 1.43			5.67 / 1.42		0.26 ***
84. Institution's commitment to under-represented populations?		5.80 / 1.50			5.51 / 1.41		0.29 ***
85. Institution's commitment to commuters?		5.71 / 1.53			5.49 / 1.48		0.22 ***
86. Institution's commitment to students with disabilities?		6.00 / 1.35			5.65 / 1.41		0.35 ***

\* 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 185186 records.



### Institutional Summary

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

Scale/Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.42	5.43 / 1.29	0.99	6.10	5.23 / 1.20	0.87	0.20 ***
4. Security staff are helpful.	6.15	5.55 / 1.59	0.60	5.69	5.19 / 1.56	0.50	0.36 ***
11. Security staff respond quickly in emergencies.	6.40	5.63 / 1.51	0.77	6.03	5.16 / 1.48	0.87	0.47 ***
24. Parking lots are well-lighted and secure.	6.47	5.68 / 1.53	0.79	6.16	5.33 / 1.60	0.83	0.35 ***
31. The campus is safe and secure for all students.	6.61	5.98 / 1.27	0.63	6.38	5.75 / 1.31	0.63	0.23 ***
39. The amount of student parking space on campus is adequate.	6.45	4.41 / 2.14	2.04	6.21	4.69 / 1.97	1.52	-0.28 ***

\* 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 185186 records.

### Institutional Summary

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

Scale/Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.29	5.58 / 1.23	0.71	6.06	5.40 / 1.11	0.66	0.18 ***
5. The personnel involved in registration are helpful.	6.42	5.60 / 1.63	0.82	6.25	5.41 / 1.59	0.84	0.19 **
22. People on this campus respect and are supportive of each other.	6.26	5.55 / 1.52	0.71	6.07	5.44 / 1.40	0.63	0.11
26. Library staff are helpful and approachable.	6.18	5.95 / 1.36	0.23	6.04	5.70 / 1.37	0.34	0.25 ***
27. The campus staff are caring and helpful.	6.39	5.77 / 1.43	0.62	6.15	5.58 / 1.34	0.57	0.19 ***
44. I generally know what's happening on campus.	5.82	5.62 / 1.56	0.20	5.63	5.16 / 1.55	0.47	0.46 ***
57. Administrators are approachable to students.	6.35	5.54 / 1.63	0.81	6.12	5.43 / 1.48	0.69	0.11
62. Bookstore staff are helpful.	6.30	5.65 / 1.62	0.65	6.11	5.67 / 1.46	0.44	-0.02
63. I seldom get the "run-around" when seeking information on this campus.	6.50	5.33 / 1.81	1.17	6.13	5.16 / 1.69	0.97	0.17 *
67. Channels for expressing student complaints are readily available.	6.36	5.27 / 1.80	1.09	6.01	5.00 / 1.68	1.01	0.27 ***

\* 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 185186 records.

## Institutional Summary

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

Scale/Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.29	5.61 / 1.32	0.68	6.08	5.48 / 1.18	0.60	0.13 **
1. Most students feel a sense of belonging here.	5.84	5.39 / 1.56	0.45	5.62	5.38 / 1.39	0.24	0.01
16. The college shows concern for students as individuals.	6.33	5.32 / 1.67	1.01	6.17	5.21 / 1.58	0.96	0.11
27. The campus staff are caring and helpful.	6.39	5.77 / 1.43	0.62	6.15	5.58 / 1.34	0.57	0.19 ***
28. It is an enjoyable experience to be a student on this campus.	6.39	5.69 / 1.56	0.70	6.22	5.60 / 1.44	0.62	0.09
36. Students are made to feel welcome on this campus.	6.48	5.95 / 1.42	0.53	6.24	5.70 / 1.36	0.54	0.25 ***
57. Administrators are approachable to students.	6.35	5.54 / 1.63	0.81	6.12	5.43 / 1.48	0.69	0.11

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

National Group Means are based on 185186 records.

## Institutional Summary

### Items: In Sequential Order

Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.84	5.39 / 1.56	0.45	5.62	5.38 / 1.39	0.24	0.01
2. Faculty care about me as an individual.	6.31	5.48 / 1.60	0.83	6.07	5.45 / 1.44	0.62	0.03
3. The quality of instruction in the vocational/technical programs is excellent.	6.55	5.64 / 1.43	0.91	6.15	5.47 / 1.37	0.68	0.17 **
4. Security staff are helpful.	6.15	5.55 / 1.59	0.60	5.69	5.19 / 1.56	0.50	0.36 ***
5. The personnel involved in registration are helpful.	6.42	5.60 / 1.63	0.82	6.25	5.41 / 1.59	0.84	0.19 **
6. My academic advisor is approachable.	6.34	5.03 / 2.09	1.31	6.30	5.49 / 1.65	0.81	-0.46 ***
7. Adequate financial aid is available for most students.	6.61	5.73 / 1.55	0.88	6.31	5.37 / 1.67	0.94	0.36 ***
8. Classes are scheduled at times that are convenient for me.	6.63	5.58 / 1.55	1.05	6.47	5.52 / 1.51	0.95	0.06
9. Internships or practical experiences are provided in my degree/certificate program.	6.16	5.27 / 1.68	0.89	6.00	5.09 / 1.62	0.91	0.18 *
10. Child care facilities are available on campus.	4.72	4.20 / 2.13	0.52	4.54	4.44 / 1.75	0.10	-0.24 *
11. Security staff respond quickly in emergencies.	6.40	5.63 / 1.51	0.77	6.03	5.16 / 1.48	0.87	0.47 ***
12. My academic advisor helps me set goals to work toward.	6.17	4.63 / 2.15	1.54	6.10	5.13 / 1.76	0.97	-0.50 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.47	5.32 / 1.75	1.15	6.19	5.11 / 1.71	1.08	0.21 **
14. Library resources and services are adequate.	6.22	5.72 / 1.51	0.50	6.19	5.75 / 1.33	0.44	-0.03
15. I am able to register for classes I need with few conflicts.	6.66	5.68 / 1.56	0.98	6.42	5.47 / 1.56	0.95	0.21 ***
16. The college shows concern for students as individuals.	6.33	5.32 / 1.67	1.01	6.17	5.21 / 1.58	0.96	0.11

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

National Group Means are based on 185186 records.

## Institutional Summary

### Items: In Sequential Order

Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.82	5.49 / 1.58	0.33	5.03	4.82 / 1.46	0.21	0.67 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.71	5.70 / 1.45	1.01	6.48	5.63 / 1.36	0.85	0.07
19. This campus provides effective support services for displaced homemakers.	5.79	5.14 / 1.74	0.65	5.30	4.90 / 1.45	0.40	0.24 *
20. Financial aid counselors are helpful.	6.43	5.45 / 1.67	0.98	6.19	5.18 / 1.71	1.01	0.27 ***
21. There are a sufficient number of study areas on campus.	6.18	5.82 / 1.45	0.36	6.09	5.59 / 1.48	0.50	0.23 ***
22. People on this campus respect and are supportive of each other.	6.26	5.55 / 1.52	0.71	6.07	5.44 / 1.40	0.63	0.11
23. Faculty are understanding of students' unique life circumstances.	6.49	5.55 / 1.64	0.94	6.22	5.35 / 1.54	0.87	0.20 ***
24. Parking lots are well-lighted and secure.	6.47	5.68 / 1.53	0.79	6.16	5.33 / 1.60	0.83	0.35 ***
25. My academic advisor is concerned about my success as an individual.	6.31	4.70 / 2.15	1.61	6.20	5.17 / 1.74	1.03	-0.47 ***
26. Library staff are helpful and approachable.	6.18	5.95 / 1.36	0.23	6.04	5.70 / 1.37	0.34	0.25 ***
27. The campus staff are caring and helpful.	6.39	5.77 / 1.43	0.62	6.15	5.58 / 1.34	0.57	0.19 ***
28. It is an enjoyable experience to be a student on this campus.	6.39	5.69 / 1.56	0.70	6.22	5.60 / 1.44	0.62	0.09
29. Faculty are fair and unbiased in their treatment of individual students.	6.55	5.74 / 1.54	0.81	6.32	5.50 / 1.50	0.82	0.24 ***
30. The career services office provides students with the help they need to get a job.	6.28	5.41 / 1.69	0.87	6.00	5.10 / 1.52	0.90	0.31 ***
31. The campus is safe and secure for all students.	6.61	5.98 / 1.27	0.63	6.38	5.75 / 1.31	0.63	0.23 ***

\* 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 185186 records.

## Institutional Summary

### Items: In Sequential Order

Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.45	5.12 / 1.97	1.33	6.38	5.48 / 1.66	0.90	-0.36 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.19	5.55 / 1.57	0.64	5.90	5.28 / 1.47	0.62	0.27 ***
34. Computer labs are adequate and accessible.	6.50	5.98 / 1.39	0.52	6.25	5.73 / 1.41	0.52	0.25 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.50	5.82 / 1.42	0.68	6.25	5.51 / 1.46	0.74	0.31 ***
36. Students are made to feel welcome on this campus.	6.48	5.95 / 1.42	0.53	6.24	5.70 / 1.36	0.54	0.25 ***
37. Faculty take into consideration student differences as they teach a course.	6.41	5.51 / 1.51	0.90	6.14	5.32 / 1.49	0.82	0.19 **
38. The student center is a comfortable place for students to spend their leisure time.	5.97	5.57 / 1.51	0.40	5.79	5.40 / 1.47	0.39	0.17 *
39. The amount of student parking space on campus is adequate.	6.45	4.41 / 2.14	2.04	6.21	4.69 / 1.97	1.52	-0.28 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.40	4.88 / 2.06	1.52	6.24	5.24 / 1.68	1.00	-0.36 ***
41. Admissions staff are knowledgeable.	6.50	5.71 / 1.52	0.79	6.25	5.50 / 1.46	0.75	0.21 ***
42. The equipment in the lab facilities is kept up to date.	6.46	5.84 / 1.42	0.62	6.20	5.56 / 1.43	0.64	0.28 ***
43. Class change (drop/add) policies are reasonable.	6.35	5.78 / 1.53	0.57	6.18	5.59 / 1.46	0.59	0.19 **
44. I generally know what's happening on campus.	5.82	5.62 / 1.56	0.20	5.63	5.16 / 1.55	0.47	0.46 ***
45. This institution has a good reputation within the community.	6.35	6.02 / 1.33	0.33	6.12	5.72 / 1.37	0.40	0.30 ***
46. Faculty provide timely feedback about student progress in a course.	6.52	5.52 / 1.56	1.00	6.28	5.37 / 1.51	0.91	0.15 *

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

National Group Means are based on 185186 records.

## Institutional Summary

### Items: In Sequential Order

Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.36	5.44 / 1.68	0.92	6.13	5.31 / 1.52	0.82	0.13 *
48. Counseling staff care about students as individuals.	6.40	5.57 / 1.62	0.83	6.14	5.34 / 1.55	0.80	0.23 **
49. Admissions counselors respond to prospective students' unique needs and requests.	6.30	5.57 / 1.60	0.73	6.07	5.31 / 1.49	0.76	0.26 ***
50. Tutoring services are readily available.	6.33	5.93 / 1.41	0.40	6.11	5.60 / 1.45	0.51	0.33 ***
51. There are convenient ways of paying my school bill.	6.54	5.88 / 1.47	0.66	6.24	5.62 / 1.46	0.62	0.26 ***
52. This school does whatever it can to help me reach my educational goals.	6.54	5.50 / 1.59	1.04	6.29	5.35 / 1.52	0.94	0.15 *
53. The assessment and course placement procedures are reasonable.	6.36	5.73 / 1.46	0.63	6.12	5.47 / 1.43	0.65	0.26 ***
54. Faculty are interested in my academic problems.	6.38	5.43 / 1.58	0.95	6.11	5.29 / 1.52	0.82	0.14 *
55. Academic support services adequately meet the needs of students.	6.40	5.59 / 1.52	0.81	6.12	5.41 / 1.41	0.71	0.18 **
56. The business office is open during hours which are convenient for most students.	6.40	5.67 / 1.49	0.73	6.11	5.52 / 1.43	0.59	0.15 *
57. Administrators are approachable to students.	6.35	5.54 / 1.63	0.81	6.12	5.43 / 1.48	0.69	0.11
58. Nearly all of the faculty are knowledgeable in their fields.	6.65	5.86 / 1.44	0.79	6.40	5.78 / 1.32	0.62	0.08
59. New student orientation services help students adjust to college.	6.19	5.45 / 1.71	0.74	5.91	5.38 / 1.51	0.53	0.07
60. Billing policies are reasonable.	6.46	5.70 / 1.52	0.76	6.16	5.48 / 1.46	0.68	0.22 ***
61. Faculty are usually available after class and during office hours.	6.43	5.86 / 1.38	0.57	6.27	5.72 / 1.36	0.55	0.14 *

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

National Group Means are based on 185186 records.

## Institutional Summary

### Items: In Sequential Order

Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.30	5.65 / 1.62	0.65	6.11	5.67 / 1.46	0.44	-0.02
63. I seldom get the "run-around" when seeking information on this campus.	6.50	5.33 / 1.81	1.17	6.13	5.16 / 1.69	0.97	0.17 *
64. Nearly all classes deal with practical experiences and applications.	6.42	5.62 / 1.47	0.80	6.16	5.51 / 1.39	0.65	0.11 *
65. Students are notified early in the term if they are doing poorly in a class.	6.45	5.20 / 1.84	1.25	6.22	5.02 / 1.74	1.20	0.18 *
66. Program requirements are clear and reasonable.	6.64	5.85 / 1.43	0.79	6.35	5.63 / 1.40	0.72	0.22 ***
67. Channels for expressing student complaints are readily available.	6.36	5.27 / 1.80	1.09	6.01	5.00 / 1.68	1.01	0.27 ***
68. On the whole, the campus is well-maintained.	6.51	6.32 / 1.07	0.19	6.25	5.91 / 1.28	0.34	0.41 ***
69. There is a good variety of courses provided on this campus.	6.61	5.89 / 1.40	0.72	6.36	5.71 / 1.40	0.65	0.18 **
70. I am able to experience intellectual growth here.	6.65	5.99 / 1.38	0.66	6.41	5.84 / 1.32	0.57	0.15 **
71. Campus item 1							
72. Campus item 2							
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							

\* 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 185186 records.



## Institutional Summary

### Items: In Sequential Order

Item	Ozarks Technical Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.91 / 1.41			5.69 / 1.36		0.22 ***
82. Institution's commitment to evening students?		5.83 / 1.43			5.57 / 1.45		0.26 ***
83. Institution's commitment to older, returning learners?		5.93 / 1.43			5.67 / 1.42		0.26 ***
84. Institution's commitment to under-represented populations?		5.80 / 1.50			5.51 / 1.41		0.29 ***
85. Institution's commitment to commuters?		5.71 / 1.53			5.49 / 1.48		0.22 ***
86. Institution's commitment to students with disabilities?		6.00 / 1.35			5.65 / 1.41		0.35 ***
87. Cost as factor in decision to enroll.	6.64			6.34			
88. Financial aid as factor in decision to enroll.	6.44			6.09			
89. Academic reputation as factor in decision to enroll.	6.15			5.91			
90. Size of institution as factor in decision to enroll.	5.47			5.21			
91. Opportunity to play sports as factor in decision to enroll.	2.95			3.52			
92. Recommendations from family/friends as factor in decision to enroll.	4.97			4.95			
93. Geographic setting as factor in decision to enroll.	5.95			5.56			
94. Campus appearance as factor in decision to enroll.	5.19			5.24			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.54			5.44			

\* 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 185186 records.

## Institutional Summary

### Summary Items

Summary Item	Ozarks Technical Community College - SSI	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.95 2% 1% 6% 29% 26% 15% 18%	Average: 4.86 1% 1% 6% 34% 25% 13% 16%	0.09
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.59 2% 3% 6% 5% 15% 41% 26%	Average: 5.51 1% 2% 5% 10% 16% 40% 22%	0.08
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.92 3% 4% 2% 3% 7% 28% 49%	Average: 5.74 2% 4% 3% 8% 10% 30% 40%	0.18