

Demographics

Gender		N	%	Class Level		N	%
Female		954	72.71%	1 year or less		475	36.37%
Male		358	27.29%	2 years		520	39.82%
Total		1312	100.00%	3 years		189	14.47%
No Response		27		4 or more years		122	9.34%
				Total		1306	100.00%
				No Response		33	
Age		N	%	Current GPA		N	%
18 and under		52	3.95%	No credits earned		70	5.41%
19 to 24		383	29.13%	1.99 or below		39	3.01%
25 to 34		379	28.82%	2.0 - 2.49		90	6.96%
35 to 44		271	20.61%	2.5 - 2.99		203	15.69%
45 and over		230	17.49%	3.0 - 3.49		381	29.44%
Total		1315	100.00%	3.5 or above		511	39.49%
No Response		24		Total		1294	100.00%
				No Response		45	
Ethnicity/Race		N	%	Educational Goal		N	%
African-American		29	2.22%	Associate degree		731	55.80%
American Indian or Alaskan Native		20	1.53%	Vocational/technical program		48	3.66%
Asian or Pacific Islander		27	2.07%	Transfer to another institution		388	29.62%
Caucasian/White		1133	86.82%	Certification (initial / renewal)		52	3.97%
Hispanic		34	2.61%	Self-improvement/pleasure		18	1.37%
Other race		25	1.92%	Job-related training		18	1.37%
Race - Prefer not to respond		37	2.84%	Other educational goal		55	4.20%
Total		1305	100.00%	Total		1310	100.00%
No Response		34		No Response		29	
Current Enrollment Status		N	%	Employment		N	%
Day		913	71.22%	Full-time off campus		503	38.57%
Evening		358	27.93%	Part-time off campus		316	24.23%
Weekend		11	0.86%	Full-time on campus		20	1.53%
Total		1282	100.00%	Part-time on campus		33	2.53%
No Response		57		Not employed		432	33.13%
				Total		1304	100.00%
				No Response		35	
Current Class Load		N	%				
Full-time		781	59.76%				
Part-time		526	40.24%				
Total		1307	100.00%				
No Response		32					

Demographics

Current Residence			On what campus do you take most of your courses?		
	N	%		N	%
Residence hall	0	0.00%	Springfield	822	62.41%
Own house	562	43.30%	Online	212	16.10%
Rent room or apt off campus	338	26.04%	Richwood Valley	121	9.19%
Parent's home	261	20.11%	Branson	53	4.02%
Other residence	137	10.55%	Lebanon	69	5.24%
Total	1298	100.00%	Waynesville	40	3.04%
No Response	41		Total	1317	100.00%
			No Response	22	
Residence Classification			Group Code		
	N	%		N	%
In-state	1275	98.30%	0001: AUTO BODY TECHNOLOGY	5	0.38%
Out-of-state	19	1.46%	0002: ACCOUNTING	43	3.31%
International (not U.S. citizen)	3	0.23%	0003: AGRI BUSINESS	8	0.62%
Total	1297	100.00%	0005: ASSOCIATE OF NURSING	36	2.77%
No Response	42		0006: AUTOMOTIVE TECHNOLOGY	8	0.62%
			0007: BAKING	3	0.23%
			0008: BIOLOGICAL CLINICAL SCIENCE	26	2.00%
			0009: BIOLOGY	25	1.92%
			0010: BUSINESS-MARKETING	104	8.01%
			0011: CODING SPECIALIST	3	0.23%
			0012: CHEMISTRY	6	0.46%
			0013: COMPUTER INFORMATION SCIENCE	42	3.23%
			0014: CONSTRUCTION TECHNOLOGY	3	0.23%
			0015: CULINARY ARTS	34	2.62%
			0016: DENTAL ASSISTING	10	0.77%
			0017: DRAFTING & DESIGN	2	0.15%
			0018: DENTAL HYGIENE	11	0.85%
			0019: DIESEL TECHNOLOGY	5	0.38%
			0020: EARLY CHILDHOOD DEVELOPMENT	38	2.93%
			0021: ENGINEERING	17	1.31%
			0022: ELECTRICAL	2	0.15%
			0023: ELECTRONIC MED PROD	10	0.77%
			0024: EMERGENCY MEDICAL TECHNICIAN	3	0.23%
			0025: FIRE SCIENCE TECHNOLOGY	5	0.38%
			0026: GRAPHIC DESIGN	21	1.62%
			0027: GENERAL EDUCATION	46	3.54%
			0028: HEARING INSTRUMENT SCIENCE	33	2.54%
Disabilities					
	N	%			
Yes - Disability	120	9.21%			
No - Disability	1183	90.79%			
Total	1303	100.00%			
No Response	36				
Institution Was My					
	N	%			
1st choice	1030	78.87%			
2nd choice	231	17.69%			
3rd choice or lower	45	3.45%			
Total	1306	100.00%			
No Response	33				

Demographics

0029: HEALTH INFORMATION TECHNOLOGY	66	5.08%
0030: H.R.A.C	12	0.92%
0031: HOSPITALITY MANAGEMENT	12	0.92%
0032: INDUSTRIAL CONTROL/ AUTOMATION	1	0.08%
0033: INDUST MAINT TECH	7	0.54%
0034: MANUFACTURING TECHNOLOGY	4	0.31%
0035: MEDICAL LAB TECHNICIAN	17	1.31%
0037: MACHINE TOOL TECH	4	0.31%
0038: NETWORKING TECHNOLOGY	25	1.92%
0039: NURSING	116	8.93%
0040: OCC THERAPY ASST	25	1.92%
0041: PHYSICAL THERAPY ASSISTANT	26	2.00%
0042: RESPIRATORY THERAPY	8	0.62%
0043: SURGICAL TECHNOLOGY	8	0.62%
0044: ASSOCIATE OF ARTS IN TEACHING	76	5.85%
0046: ASSOCIATE OF ARTS	157	12.09%
0047: WELDING TECHNOLOGY	6	0.46%
0048: OTHER	180	13.86%
Total	1299	100.00%
No Response	40	

Strategic Planning Overview

Strengths and Challenges

Strengths

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

Challenges

- 8. Classes are scheduled at times that are convenient for me.
- 15. I am able to register for classes I need with few conflicts.
- 46. Faculty provide timely feedback about student progress in a course.
- 52. This school does whatever it can to help me reach my educational goals.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 20. Financial aid counselors are helpful.
- 63. I seldom get the "run-around" when seeking information on this campus.
- 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.
- 54. Faculty are interested in my academic problems.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Community Colleges

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

Lower Satisfaction vs. National Community Colleges

- 32. My academic advisor is knowledgeable about my program requirements.

Strategic Planning Overview

39. The amount of student parking space on campus is adequate.

Higher Importance vs. National Community Colleges

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

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	6.45	5.70 / 1.13	0.75	6.25	5.46 / 1.10	0.79	0.24 ***
Registration Effectiveness	6.43	5.72 / 1.03	0.71	6.23	5.49 / 1.07	0.74	0.23 ***
Admissions and Financial Aid	6.38	5.57 / 1.22	0.81	6.13	5.24 / 1.25	0.89	0.33 ***
Safety and Security	6.31	5.42 / 1.19	0.89	6.08	5.15 / 1.21	0.93	0.27 ***
Academic Services	6.30	5.87 / 1.05	0.43	6.12	5.56 / 1.07	0.56	0.31 ***
Concern for the Individual	6.29	5.36 / 1.34	0.93	6.15	5.28 / 1.25	0.87	0.08 *
Academic Advising/Counseling	6.27	5.07 / 1.61	1.20	6.22	5.26 / 1.36	0.96	-0.19 ***
Campus Climate	6.23	5.63 / 1.14	0.60	6.05	5.37 / 1.11	0.68	0.26 ***
Service Excellence	6.22	5.64 / 1.12	0.58	6.04	5.34 / 1.11	0.70	0.30 ***
Student Centeredness	6.21	5.64 / 1.22	0.57	6.06	5.43 / 1.18	0.63	0.21 ***
Campus Support Services	5.89	5.35 / 1.32	0.54	5.57	5.05 / 1.21	0.52	0.30 ***
Responsiveness to Diverse Populations		5.85 / 1.27			5.56 / 1.26		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 180574 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	
8. Classes are scheduled at times that are convenient for me.	6.64	5.63 / 1.54	1.01	6.46	5.52 / 1.51	0.94	0.11 **
70. I am able to experience intellectual growth here.	6.63	6.07 / 1.25	0.56	6.38	5.79 / 1.33	0.59	0.28 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.62	5.75 / 1.39	0.87	6.46	5.61 / 1.36	0.85	0.14 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.61	5.98 / 1.25	0.63	6.37	5.72 / 1.34	0.65	0.26 ***
15. I am able to register for classes I need with few conflicts.	6.59	5.59 / 1.56	1.00	6.40	5.42 / 1.57	0.98	0.17 ***
69. There is a good variety of courses provided on this campus.	6.56	5.87 / 1.47	0.69	6.35	5.67 / 1.42	0.68	0.20 ***
66. Program requirements are clear and reasonable.	6.55	5.91 / 1.35	0.64	6.32	5.58 / 1.40	0.74	0.33 ***
31. The campus is safe and secure for all students.	6.54	6.04 / 1.19	0.50	6.36	5.68 / 1.34	0.68	0.36 ***
7. Adequate financial aid is available for most students.	6.53	5.80 / 1.51	0.73	6.29	5.34 / 1.68	0.95	0.46 ***
87. Cost as factor in decision to enroll.	6.53			6.34			
46. Faculty provide timely feedback about student progress in a course.	6.51	5.48 / 1.60	1.03	6.25	5.32 / 1.51	0.93	0.16 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.50	5.75 / 1.47	0.75	6.29	5.45 / 1.50	0.84	0.30 ***

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National Group Means are based on 180574 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	
51. There are convenient ways of paying my school bill.	6.49	5.85 / 1.48	0.64	6.22	5.57 / 1.46	0.65	0.28 ***
52. This school does whatever it can to help me reach my educational goals.	6.47	5.49 / 1.54	0.98	6.27	5.30 / 1.52	0.97	0.19 ***
34. Computer labs are adequate and accessible.	6.45	5.99 / 1.35	0.46	6.23	5.66 / 1.43	0.57	0.33 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.45	5.73 / 1.43	0.72	6.23	5.47 / 1.46	0.76	0.26 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.44	5.59 / 1.41	0.85	6.10	5.42 / 1.37	0.68	0.17 ***
41. Admissions staff are knowledgeable.	6.43	5.73 / 1.44	0.70	6.22	5.45 / 1.45	0.77	0.28 ***
42. The equipment in the lab facilities is kept up to date.	6.43	5.84 / 1.40	0.59	6.18	5.50 / 1.44	0.68	0.34 ***
68. On the whole, the campus is well-maintained.	6.43	6.32 / 1.02	0.11	6.23	5.85 / 1.31	0.38	0.47 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	5.31 / 1.71	1.11	6.17	5.05 / 1.71	1.12	0.26 ***
20. Financial aid counselors are helpful.	6.42	5.41 / 1.66	1.01	6.17	5.12 / 1.72	1.05	0.29 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.42	5.32 / 1.74	1.10	6.10	5.11 / 1.68	0.99	0.21 ***
5. The personnel involved in registration are helpful.	6.41	5.58 / 1.62	0.83	6.23	5.36 / 1.60	0.87	0.22 ***
36. Students are made to feel welcome on this campus.	6.41	5.93 / 1.33	0.48	6.22	5.64 / 1.37	0.58	0.29 ***

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National Group Means are based on 180574 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	
23. Faculty are understanding of students' unique life circumstances.	6.39	5.58 / 1.56	0.81	6.19	5.29 / 1.54	0.90	0.29 ***
24. Parking lots are well-lighted and secure.	6.39	5.73 / 1.46	0.66	6.15	5.25 / 1.62	0.90	0.48 ***
60. Billing policies are reasonable.	6.39	5.69 / 1.47	0.70	6.13	5.43 / 1.46	0.70	0.26 ***
32. My academic advisor is knowledgeable about my program requirements.	6.38	5.17 / 1.99	1.21	6.35	5.43 / 1.66	0.92	-0.26 ***
39. The amount of student parking space on campus is adequate.	6.38	4.41 / 2.04	1.97	6.20	4.58 / 1.99	1.62	-0.17 **
61. Faculty are usually available after class and during office hours.	6.38	5.87 / 1.35	0.51	6.25	5.67 / 1.38	0.58	0.20 ***
88. Financial aid as factor in decision to enroll.	6.38			6.09			
65. Students are notified early in the term if they are doing poorly in a class.	6.37	5.36 / 1.72	1.01	6.22	4.96 / 1.75	1.26	0.40 ***
54. Faculty are interested in my academic problems.	6.34	5.45 / 1.58	0.89	6.09	5.23 / 1.51	0.86	0.22 ***
64. Nearly all classes deal with practical experiences and applications.	6.34	5.69 / 1.39	0.65	6.13	5.46 / 1.39	0.67	0.23 ***
28. It is an enjoyable experience to be a student on this campus.	6.33	5.77 / 1.42	0.56	6.20	5.55 / 1.45	0.65	0.22 ***
55. Academic support services adequately meet the needs of students.	6.32	5.64 / 1.46	0.68	6.09	5.35 / 1.41	0.74	0.29 ***

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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	
56. The business office is open during hours which are convenient for most students.	6.32	5.78 / 1.36	0.54	6.09	5.46 / 1.44	0.63	0.32 ***
27. The campus staff are caring and helpful.	6.31	5.77 / 1.34	0.54	6.13	5.51 / 1.36	0.62	0.26 ***
53. The assessment and course placement procedures are reasonable.	6.31	5.70 / 1.41	0.61	6.10	5.41 / 1.44	0.69	0.29 ***
37. Faculty take into consideration student differences as they teach a course.	6.30	5.46 / 1.52	0.84	6.12	5.27 / 1.49	0.85	0.19 ***
43. Class change (drop/add) policies are reasonable.	6.30	5.81 / 1.49	0.49	6.17	5.54 / 1.47	0.63	0.27 ***
6. My academic advisor is approachable.	6.29	5.09 / 2.00	1.20	6.28	5.44 / 1.65	0.84	-0.35 ***
11. Security staff respond quickly in emergencies.	6.29	5.52 / 1.49	0.77	6.00	5.09 / 1.47	0.91	0.43 ***
50. Tutoring services are readily available.	6.29	6.00 / 1.32	0.29	6.10	5.55 / 1.45	0.55	0.45 ***
67. Channels for expressing student complaints are readily available.	6.29	5.21 / 1.82	1.08	5.99	4.95 / 1.66	1.04	0.26 ***
45. This institution has a good reputation within the community.	6.28	6.05 / 1.25	0.23	6.11	5.67 / 1.39	0.44	0.38 ***
47. There are adequate services to help me decide upon a career.	6.28	5.44 / 1.57	0.84	6.11	5.25 / 1.51	0.86	0.19 ***
62. Bookstore staff are helpful.	6.28	5.88 / 1.39	0.40	6.09	5.62 / 1.47	0.47	0.26 ***
16. The college shows concern for students as individuals.	6.27	5.30 / 1.65	0.97	6.15	5.15 / 1.58	1.00	0.15 ***

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

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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	
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.27	4.86 / 1.98	1.41	6.22	5.19 / 1.67	1.03	-0.33 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.27	5.61 / 1.46	0.66	6.04	5.25 / 1.49	0.79	0.36 ***
48. Counseling staff care about students as individuals.	6.26	5.51 / 1.62	0.75	6.11	5.26 / 1.55	0.85	0.25 ***
57. Administrators are approachable to students.	6.26	5.58 / 1.53	0.68	6.09	5.36 / 1.49	0.73	0.22 ***
30. The career services office provides students with the help they need to get a job.	6.24	5.30 / 1.64	0.94	5.97	5.02 / 1.52	0.95	0.28 ***
14. Library resources and services are adequate.	6.23	5.85 / 1.33	0.38	6.18	5.70 / 1.35	0.48	0.15 ***
2. Faculty care about me as an individual.	6.22	5.48 / 1.51	0.74	6.03	5.39 / 1.45	0.64	0.09 *
21. There are a sufficient number of study areas on campus.	6.22	5.80 / 1.45	0.42	6.07	5.51 / 1.50	0.56	0.29 ***
22. People on this campus respect and are supportive of each other.	6.20	5.69 / 1.35	0.51	6.04	5.36 / 1.42	0.68	0.33 ***
25. My academic advisor is concerned about my success as an individual.	6.19	4.73 / 2.06	1.46	6.18	5.11 / 1.74	1.07	-0.38 ***
26. Library staff are helpful and approachable.	6.15	6.02 / 1.23	0.13	6.02	5.62 / 1.39	0.40	0.40 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.14	5.54 / 1.51	0.60	5.87	5.21 / 1.47	0.66	0.33 ***

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

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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	
9. Internships or practical experiences are provided in my degree/certificate program.	6.13	5.38 / 1.59	0.75	5.97	5.03 / 1.61	0.94	0.35 ***
59. New student orientation services help students adjust to college.	6.09	5.55 / 1.51	0.54	5.89	5.33 / 1.50	0.56	0.22 ***
89. Academic reputation as factor in decision to enroll.	6.08			5.90			
12. My academic advisor helps me set goals to work toward.	6.04	4.62 / 2.10	1.42	6.09	5.08 / 1.75	1.01	-0.46 ***
4. Security staff are helpful.	5.89	5.43 / 1.56	0.46	5.67	5.13 / 1.56	0.54	0.30 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.85	5.65 / 1.44	0.20	5.77	5.33 / 1.47	0.44	0.32 ***
93. Geographic setting as factor in decision to enroll.	5.84			5.53			
19. This campus provides effective support services for displaced homemakers.	5.79	5.20 / 1.63	0.59	5.25	4.84 / 1.43	0.41	0.36 ***
1. Most students feel a sense of belonging here.	5.71	5.48 / 1.40	0.23	5.58	5.35 / 1.40	0.23	0.13 ***
17. Personnel in the Veterans' Services program are helpful.	5.68	5.16 / 1.51	0.52	4.92	4.73 / 1.44	0.19	0.43 ***
44. I generally know what's happening on campus.	5.67	5.70 / 1.37	-0.03	5.62	5.09 / 1.55	0.53	0.61 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.47			5.44			
90. Size of institution as factor in decision to enroll.	5.41			5.22			

* 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 180574 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.	5.18			5.26			
92. Recommendations from family/friends as factor in decision to enroll.	4.88			4.96			
10. Child care facilities are available on campus.	4.77	4.41 / 1.97	0.36	4.57	4.45 / 1.71	0.12	-0.04
91. Opportunity to play sports as factor in decision to enroll.	2.77			3.58			
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?		5.90 / 1.31			5.65 / 1.37		0.25 ***
82. Institution's commitment to evening students?		5.77 / 1.41			5.55 / 1.44		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 180574 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	
83. Institution's commitment to older, returning learners?		5.97 / 1.37			5.63 / 1.42		0.34 ***
84. Institution's commitment to under-represented populations?		5.81 / 1.36			5.46 / 1.40		0.35 ***
85. Institution's commitment to commuters?		5.65 / 1.53			5.45 / 1.47		0.20 ***
86. Institution's commitment to students with disabilities?		6.02 / 1.30			5.60 / 1.42		0.42 ***

* 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 180574 records.

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	
ACADEMIC ADVISING/COUNSELING	6.27	5.07 / 1.61	1.20	6.22	5.26 / 1.36	0.96	-0.19 ***
6. My academic advisor is approachable.	6.29	5.09 / 2.00	1.20	6.28	5.44 / 1.65	0.84	-0.35 ***
12. My academic advisor helps me set goals to work toward.	6.04	4.62 / 2.10	1.42	6.09	5.08 / 1.75	1.01	-0.46 ***
25. My academic advisor is concerned about my success as an individual.	6.19	4.73 / 2.06	1.46	6.18	5.11 / 1.74	1.07	-0.38 ***
32. My academic advisor is knowledgeable about my program requirements.	6.38	5.17 / 1.99	1.21	6.35	5.43 / 1.66	0.92	-0.26 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.27	4.86 / 1.98	1.41	6.22	5.19 / 1.67	1.03	-0.33 ***
48. Counseling staff care about students as individuals.	6.26	5.51 / 1.62	0.75	6.11	5.26 / 1.55	0.85	0.25 ***
52. This school does whatever it can to help me reach my educational goals.	6.47	5.49 / 1.54	0.98	6.27	5.30 / 1.52	0.97	0.19 ***

* 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 180574 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	
ACADEMIC SERVICES	6.30	5.87 / 1.05	0.43	6.12	5.56 / 1.07	0.56	0.31 ***
14. Library resources and services are adequate.	6.23	5.85 / 1.33	0.38	6.18	5.70 / 1.35	0.48	0.15 ***
21. There are a sufficient number of study areas on campus.	6.22	5.80 / 1.45	0.42	6.07	5.51 / 1.50	0.56	0.29 ***
26. Library staff are helpful and approachable.	6.15	6.02 / 1.23	0.13	6.02	5.62 / 1.39	0.40	0.40 ***
34. Computer labs are adequate and accessible.	6.45	5.99 / 1.35	0.46	6.23	5.66 / 1.43	0.57	0.33 ***
42. The equipment in the lab facilities is kept up to date.	6.43	5.84 / 1.40	0.59	6.18	5.50 / 1.44	0.68	0.34 ***
50. Tutoring services are readily available.	6.29	6.00 / 1.32	0.29	6.10	5.55 / 1.45	0.55	0.45 ***
55. Academic support services adequately meet the needs of students.	6.32	5.64 / 1.46	0.68	6.09	5.35 / 1.41	0.74	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 180574 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	
ADMISSIONS AND FINANCIAL AID	6.38	5.57 / 1.22	0.81	6.13	5.24 / 1.25	0.89	0.33 ***
7. Adequate financial aid is available for most students.	6.53	5.80 / 1.51	0.73	6.29	5.34 / 1.68	0.95	0.46 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	5.31 / 1.71	1.11	6.17	5.05 / 1.71	1.12	0.26 ***
20. Financial aid counselors are helpful.	6.42	5.41 / 1.66	1.01	6.17	5.12 / 1.72	1.05	0.29 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.14	5.54 / 1.51	0.60	5.87	5.21 / 1.47	0.66	0.33 ***
41. Admissions staff are knowledgeable.	6.43	5.73 / 1.44	0.70	6.22	5.45 / 1.45	0.77	0.28 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.27	5.61 / 1.46	0.66	6.04	5.25 / 1.49	0.79	0.36 ***

* 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 180574 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	
CAMPUS CLIMATE	6.23	5.63 / 1.14	0.60	6.05	5.37 / 1.11	0.68	0.26 ***
1. Most students feel a sense of belonging here.	5.71	5.48 / 1.40	0.23	5.58	5.35 / 1.40	0.23	0.13 ***
2. Faculty care about me as an individual.	6.22	5.48 / 1.51	0.74	6.03	5.39 / 1.45	0.64	0.09 *
16. The college shows concern for students as individuals.	6.27	5.30 / 1.65	0.97	6.15	5.15 / 1.58	1.00	0.15 ***
22. People on this campus respect and are supportive of each other.	6.20	5.69 / 1.35	0.51	6.04	5.36 / 1.42	0.68	0.33 ***
27. The campus staff are caring and helpful.	6.31	5.77 / 1.34	0.54	6.13	5.51 / 1.36	0.62	0.26 ***
28. It is an enjoyable experience to be a student on this campus.	6.33	5.77 / 1.42	0.56	6.20	5.55 / 1.45	0.65	0.22 ***
31. The campus is safe and secure for all students.	6.54	6.04 / 1.19	0.50	6.36	5.68 / 1.34	0.68	0.36 ***
36. Students are made to feel welcome on this campus.	6.41	5.93 / 1.33	0.48	6.22	5.64 / 1.37	0.58	0.29 ***
44. I generally know what's happening on campus.	5.67	5.70 / 1.37	-0.03	5.62	5.09 / 1.55	0.53	0.61 ***
45. This institution has a good reputation within the community.	6.28	6.05 / 1.25	0.23	6.11	5.67 / 1.39	0.44	0.38 ***
52. This school does whatever it can to help me reach my educational goals.	6.47	5.49 / 1.54	0.98	6.27	5.30 / 1.52	0.97	0.19 ***
57. Administrators are approachable to students.	6.26	5.58 / 1.53	0.68	6.09	5.36 / 1.49	0.73	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 180574 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	
59. New student orientation services help students adjust to college.	6.09	5.55 / 1.51	0.54	5.89	5.33 / 1.50	0.56	0.22 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.42	5.32 / 1.74	1.10	6.10	5.11 / 1.68	0.99	0.21 ***
67. Channels for expressing student complaints are readily available.	6.29	5.21 / 1.82	1.08	5.99	4.95 / 1.66	1.04	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 180574 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	
CAMPUS SUPPORT SERVICES	5.89	5.35 / 1.32	0.54	5.57	5.05 / 1.21	0.52	0.30 ***
10. Child care facilities are available on campus.	4.77	4.41 / 1.97	0.36	4.57	4.45 / 1.71	0.12	-0.04
17. Personnel in the Veterans' Services program are helpful.	5.68	5.16 / 1.51	0.52	4.92	4.73 / 1.44	0.19	0.43 ***
19. This campus provides effective support services for displaced homemakers.	5.79	5.20 / 1.63	0.59	5.25	4.84 / 1.43	0.41	0.36 ***
30. The career services office provides students with the help they need to get a job.	6.24	5.30 / 1.64	0.94	5.97	5.02 / 1.52	0.95	0.28 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.85	5.65 / 1.44	0.20	5.77	5.33 / 1.47	0.44	0.32 ***
47. There are adequate services to help me decide upon a career.	6.28	5.44 / 1.57	0.84	6.11	5.25 / 1.51	0.86	0.19 ***
59. New student orientation services help students adjust to college.	6.09	5.55 / 1.51	0.54	5.89	5.33 / 1.50	0.56	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 180574 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	
CONCERN FOR THE INDIVIDUAL	6.29	5.36 / 1.34	0.93	6.15	5.28 / 1.25	0.87	0.08 *
2. Faculty care about me as an individual.	6.22	5.48 / 1.51	0.74	6.03	5.39 / 1.45	0.64	0.09 *
16. The college shows concern for students as individuals.	6.27	5.30 / 1.65	0.97	6.15	5.15 / 1.58	1.00	0.15 ***
25. My academic advisor is concerned about my success as an individual.	6.19	4.73 / 2.06	1.46	6.18	5.11 / 1.74	1.07	-0.38 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.50	5.75 / 1.47	0.75	6.29	5.45 / 1.50	0.84	0.30 ***
48. Counseling staff care about students as individuals.	6.26	5.51 / 1.62	0.75	6.11	5.26 / 1.55	0.85	0.25 ***

* 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 180574 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	
INSTRUCTIONAL EFFECTIVENESS	6.45	5.70 / 1.13	0.75	6.25	5.46 / 1.10	0.79	0.24 ***
2. Faculty care about me as an individual.	6.22	5.48 / 1.51	0.74	6.03	5.39 / 1.45	0.64	0.09 *
18. The quality of instruction I receive in most of my classes is excellent.	6.62	5.75 / 1.39	0.87	6.46	5.61 / 1.36	0.85	0.14 ***
23. Faculty are understanding of students' unique life circumstances.	6.39	5.58 / 1.56	0.81	6.19	5.29 / 1.54	0.90	0.29 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.50	5.75 / 1.47	0.75	6.29	5.45 / 1.50	0.84	0.30 ***
37. Faculty take into consideration student differences as they teach a course.	6.30	5.46 / 1.52	0.84	6.12	5.27 / 1.49	0.85	0.19 ***
46. Faculty provide timely feedback about student progress in a course.	6.51	5.48 / 1.60	1.03	6.25	5.32 / 1.51	0.93	0.16 ***
54. Faculty are interested in my academic problems.	6.34	5.45 / 1.58	0.89	6.09	5.23 / 1.51	0.86	0.22 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.61	5.98 / 1.25	0.63	6.37	5.72 / 1.34	0.65	0.26 ***
61. Faculty are usually available after class and during office hours.	6.38	5.87 / 1.35	0.51	6.25	5.67 / 1.38	0.58	0.20 ***
64. Nearly all classes deal with practical experiences and applications.	6.34	5.69 / 1.39	0.65	6.13	5.46 / 1.39	0.67	0.23 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.37	5.36 / 1.72	1.01	6.22	4.96 / 1.75	1.26	0.40 ***

* 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 180574 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	
66. Program requirements are clear and reasonable.	6.55	5.91 / 1.35	0.64	6.32	5.58 / 1.40	0.74	0.33 ***
69. There is a good variety of courses provided on this campus.	6.56	5.87 / 1.47	0.69	6.35	5.67 / 1.42	0.68	0.20 ***
70. I am able to experience intellectual growth here.	6.63	6.07 / 1.25	0.56	6.38	5.79 / 1.33	0.59	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 180574 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	
REGISTRATION EFFECTIVENESS	6.43	5.72 / 1.03	0.71	6.23	5.49 / 1.07	0.74	0.23 ***
5. The personnel involved in registration are helpful.	6.41	5.58 / 1.62	0.83	6.23	5.36 / 1.60	0.87	0.22 ***
8. Classes are scheduled at times that are convenient for me.	6.64	5.63 / 1.54	1.01	6.46	5.52 / 1.51	0.94	0.11 **
15. I am able to register for classes I need with few conflicts.	6.59	5.59 / 1.56	1.00	6.40	5.42 / 1.57	0.98	0.17 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.45	5.73 / 1.43	0.72	6.23	5.47 / 1.46	0.76	0.26 ***
43. Class change (drop/add) policies are reasonable.	6.30	5.81 / 1.49	0.49	6.17	5.54 / 1.47	0.63	0.27 ***
51. There are convenient ways of paying my school bill.	6.49	5.85 / 1.48	0.64	6.22	5.57 / 1.46	0.65	0.28 ***
56. The business office is open during hours which are convenient for most students.	6.32	5.78 / 1.36	0.54	6.09	5.46 / 1.44	0.63	0.32 ***
60. Billing policies are reasonable.	6.39	5.69 / 1.47	0.70	6.13	5.43 / 1.46	0.70	0.26 ***
62. Bookstore staff are helpful.	6.28	5.88 / 1.39	0.40	6.09	5.62 / 1.47	0.47	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 180574 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	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.85 / 1.27			5.56 / 1.26		0.29 ***
81. Institution's commitment to part-time students?		5.90 / 1.31			5.65 / 1.37		0.25 ***
82. Institution's commitment to evening students?		5.77 / 1.41			5.55 / 1.44		0.22 ***
83. Institution's commitment to older, returning learners?		5.97 / 1.37			5.63 / 1.42		0.34 ***
84. Institution's commitment to under-represented populations?		5.81 / 1.36			5.46 / 1.40		0.35 ***
85. Institution's commitment to commuters?		5.65 / 1.53			5.45 / 1.47		0.20 ***
86. Institution's commitment to students with disabilities?		6.02 / 1.30			5.60 / 1.42		0.42 ***

* 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 180574 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	
SAFETY AND SECURITY	6.31	5.42 / 1.19	0.89	6.08	5.15 / 1.21	0.93	0.27 ***
4. Security staff are helpful.	5.89	5.43 / 1.56	0.46	5.67	5.13 / 1.56	0.54	0.30 ***
11. Security staff respond quickly in emergencies.	6.29	5.52 / 1.49	0.77	6.00	5.09 / 1.47	0.91	0.43 ***
24. Parking lots are well-lighted and secure.	6.39	5.73 / 1.46	0.66	6.15	5.25 / 1.62	0.90	0.48 ***
31. The campus is safe and secure for all students.	6.54	6.04 / 1.19	0.50	6.36	5.68 / 1.34	0.68	0.36 ***
39. The amount of student parking space on campus is adequate.	6.38	4.41 / 2.04	1.97	6.20	4.58 / 1.99	1.62	-0.17 **

* 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 180574 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	
SERVICE EXCELLENCE	6.22	5.64 / 1.12	0.58	6.04	5.34 / 1.11	0.70	0.30 ***
5. The personnel involved in registration are helpful.	6.41	5.58 / 1.62	0.83	6.23	5.36 / 1.60	0.87	0.22 ***
22. People on this campus respect and are supportive of each other.	6.20	5.69 / 1.35	0.51	6.04	5.36 / 1.42	0.68	0.33 ***
26. Library staff are helpful and approachable.	6.15	6.02 / 1.23	0.13	6.02	5.62 / 1.39	0.40	0.40 ***
27. The campus staff are caring and helpful.	6.31	5.77 / 1.34	0.54	6.13	5.51 / 1.36	0.62	0.26 ***
44. I generally know what's happening on campus.	5.67	5.70 / 1.37	-0.03	5.62	5.09 / 1.55	0.53	0.61 ***
57. Administrators are approachable to students.	6.26	5.58 / 1.53	0.68	6.09	5.36 / 1.49	0.73	0.22 ***
62. Bookstore staff are helpful.	6.28	5.88 / 1.39	0.40	6.09	5.62 / 1.47	0.47	0.26 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.42	5.32 / 1.74	1.10	6.10	5.11 / 1.68	0.99	0.21 ***
67. Channels for expressing student complaints are readily available.	6.29	5.21 / 1.82	1.08	5.99	4.95 / 1.66	1.04	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 180574 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	
STUDENT CENTEREDNESS	6.21	5.64 / 1.22	0.57	6.06	5.43 / 1.18	0.63	0.21 ***
1. Most students feel a sense of belonging here.	5.71	5.48 / 1.40	0.23	5.58	5.35 / 1.40	0.23	0.13 ***
16. The college shows concern for students as individuals.	6.27	5.30 / 1.65	0.97	6.15	5.15 / 1.58	1.00	0.15 ***
27. The campus staff are caring and helpful.	6.31	5.77 / 1.34	0.54	6.13	5.51 / 1.36	0.62	0.26 ***
28. It is an enjoyable experience to be a student on this campus.	6.33	5.77 / 1.42	0.56	6.20	5.55 / 1.45	0.65	0.22 ***
36. Students are made to feel welcome on this campus.	6.41	5.93 / 1.33	0.48	6.22	5.64 / 1.37	0.58	0.29 ***
57. Administrators are approachable to students.	6.26	5.58 / 1.53	0.68	6.09	5.36 / 1.49	0.73	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 180574 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.	5.71	5.48 / 1.40	0.23	5.58	5.35 / 1.40	0.23	0.13 ***
2. Faculty care about me as an individual.	6.22	5.48 / 1.51	0.74	6.03	5.39 / 1.45	0.64	0.09 *
3. The quality of instruction in the vocational/technical programs is excellent.	6.44	5.59 / 1.41	0.85	6.10	5.42 / 1.37	0.68	0.17 ***
4. Security staff are helpful.	5.89	5.43 / 1.56	0.46	5.67	5.13 / 1.56	0.54	0.30 ***
5. The personnel involved in registration are helpful.	6.41	5.58 / 1.62	0.83	6.23	5.36 / 1.60	0.87	0.22 ***
6. My academic advisor is approachable.	6.29	5.09 / 2.00	1.20	6.28	5.44 / 1.65	0.84	-0.35 ***
7. Adequate financial aid is available for most students.	6.53	5.80 / 1.51	0.73	6.29	5.34 / 1.68	0.95	0.46 ***
8. Classes are scheduled at times that are convenient for me.	6.64	5.63 / 1.54	1.01	6.46	5.52 / 1.51	0.94	0.11 **
9. Internships or practical experiences are provided in my degree/certificate program.	6.13	5.38 / 1.59	0.75	5.97	5.03 / 1.61	0.94	0.35 ***
10. Child care facilities are available on campus.	4.77	4.41 / 1.97	0.36	4.57	4.45 / 1.71	0.12	-0.04
11. Security staff respond quickly in emergencies.	6.29	5.52 / 1.49	0.77	6.00	5.09 / 1.47	0.91	0.43 ***
12. My academic advisor helps me set goals to work toward.	6.04	4.62 / 2.10	1.42	6.09	5.08 / 1.75	1.01	-0.46 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	5.31 / 1.71	1.11	6.17	5.05 / 1.71	1.12	0.26 ***
14. Library resources and services are adequate.	6.23	5.85 / 1.33	0.38	6.18	5.70 / 1.35	0.48	0.15 ***

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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	
15. I am able to register for classes I need with few conflicts.	6.59	5.59 / 1.56	1.00	6.40	5.42 / 1.57	0.98	0.17 ***
16. The college shows concern for students as individuals.	6.27	5.30 / 1.65	0.97	6.15	5.15 / 1.58	1.00	0.15 ***
17. Personnel in the Veterans' Services program are helpful.	5.68	5.16 / 1.51	0.52	4.92	4.73 / 1.44	0.19	0.43 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.62	5.75 / 1.39	0.87	6.46	5.61 / 1.36	0.85	0.14 ***
19. This campus provides effective support services for displaced homemakers.	5.79	5.20 / 1.63	0.59	5.25	4.84 / 1.43	0.41	0.36 ***
20. Financial aid counselors are helpful.	6.42	5.41 / 1.66	1.01	6.17	5.12 / 1.72	1.05	0.29 ***
21. There are a sufficient number of study areas on campus.	6.22	5.80 / 1.45	0.42	6.07	5.51 / 1.50	0.56	0.29 ***
22. People on this campus respect and are supportive of each other.	6.20	5.69 / 1.35	0.51	6.04	5.36 / 1.42	0.68	0.33 ***
23. Faculty are understanding of students' unique life circumstances.	6.39	5.58 / 1.56	0.81	6.19	5.29 / 1.54	0.90	0.29 ***
24. Parking lots are well-lighted and secure.	6.39	5.73 / 1.46	0.66	6.15	5.25 / 1.62	0.90	0.48 ***
25. My academic advisor is concerned about my success as an individual.	6.19	4.73 / 2.06	1.46	6.18	5.11 / 1.74	1.07	-0.38 ***
26. Library staff are helpful and approachable.	6.15	6.02 / 1.23	0.13	6.02	5.62 / 1.39	0.40	0.40 ***

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National Group Means are based on 180574 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	
27. The campus staff are caring and helpful.	6.31	5.77 / 1.34	0.54	6.13	5.51 / 1.36	0.62	0.26 ***
28. It is an enjoyable experience to be a student on this campus.	6.33	5.77 / 1.42	0.56	6.20	5.55 / 1.45	0.65	0.22 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.50	5.75 / 1.47	0.75	6.29	5.45 / 1.50	0.84	0.30 ***
30. The career services office provides students with the help they need to get a job.	6.24	5.30 / 1.64	0.94	5.97	5.02 / 1.52	0.95	0.28 ***
31. The campus is safe and secure for all students.	6.54	6.04 / 1.19	0.50	6.36	5.68 / 1.34	0.68	0.36 ***
32. My academic advisor is knowledgeable about my program requirements.	6.38	5.17 / 1.99	1.21	6.35	5.43 / 1.66	0.92	-0.26 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.14	5.54 / 1.51	0.60	5.87	5.21 / 1.47	0.66	0.33 ***
34. Computer labs are adequate and accessible.	6.45	5.99 / 1.35	0.46	6.23	5.66 / 1.43	0.57	0.33 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.45	5.73 / 1.43	0.72	6.23	5.47 / 1.46	0.76	0.26 ***
36. Students are made to feel welcome on this campus.	6.41	5.93 / 1.33	0.48	6.22	5.64 / 1.37	0.58	0.29 ***
37. Faculty take into consideration student differences as they teach a course.	6.30	5.46 / 1.52	0.84	6.12	5.27 / 1.49	0.85	0.19 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.85	5.65 / 1.44	0.20	5.77	5.33 / 1.47	0.44	0.32 ***

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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	
39. The amount of student parking space on campus is adequate.	6.38	4.41 / 2.04	1.97	6.20	4.58 / 1.99	1.62	-0.17 **
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.27	4.86 / 1.98	1.41	6.22	5.19 / 1.67	1.03	-0.33 ***
41. Admissions staff are knowledgeable.	6.43	5.73 / 1.44	0.70	6.22	5.45 / 1.45	0.77	0.28 ***
42. The equipment in the lab facilities is kept up to date.	6.43	5.84 / 1.40	0.59	6.18	5.50 / 1.44	0.68	0.34 ***
43. Class change (drop/add) policies are reasonable.	6.30	5.81 / 1.49	0.49	6.17	5.54 / 1.47	0.63	0.27 ***
44. I generally know what's happening on campus.	5.67	5.70 / 1.37	-0.03	5.62	5.09 / 1.55	0.53	0.61 ***
45. This institution has a good reputation within the community.	6.28	6.05 / 1.25	0.23	6.11	5.67 / 1.39	0.44	0.38 ***
46. Faculty provide timely feedback about student progress in a course.	6.51	5.48 / 1.60	1.03	6.25	5.32 / 1.51	0.93	0.16 ***
47. There are adequate services to help me decide upon a career.	6.28	5.44 / 1.57	0.84	6.11	5.25 / 1.51	0.86	0.19 ***
48. Counseling staff care about students as individuals.	6.26	5.51 / 1.62	0.75	6.11	5.26 / 1.55	0.85	0.25 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.27	5.61 / 1.46	0.66	6.04	5.25 / 1.49	0.79	0.36 ***
50. Tutoring services are readily available.	6.29	6.00 / 1.32	0.29	6.10	5.55 / 1.45	0.55	0.45 ***

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National Group Means are based on 180574 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	
51. There are convenient ways of paying my school bill.	6.49	5.85 / 1.48	0.64	6.22	5.57 / 1.46	0.65	0.28 ***
52. This school does whatever it can to help me reach my educational goals.	6.47	5.49 / 1.54	0.98	6.27	5.30 / 1.52	0.97	0.19 ***
53. The assessment and course placement procedures are reasonable.	6.31	5.70 / 1.41	0.61	6.10	5.41 / 1.44	0.69	0.29 ***
54. Faculty are interested in my academic problems.	6.34	5.45 / 1.58	0.89	6.09	5.23 / 1.51	0.86	0.22 ***
55. Academic support services adequately meet the needs of students.	6.32	5.64 / 1.46	0.68	6.09	5.35 / 1.41	0.74	0.29 ***
56. The business office is open during hours which are convenient for most students.	6.32	5.78 / 1.36	0.54	6.09	5.46 / 1.44	0.63	0.32 ***
57. Administrators are approachable to students.	6.26	5.58 / 1.53	0.68	6.09	5.36 / 1.49	0.73	0.22 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.61	5.98 / 1.25	0.63	6.37	5.72 / 1.34	0.65	0.26 ***
59. New student orientation services help students adjust to college.	6.09	5.55 / 1.51	0.54	5.89	5.33 / 1.50	0.56	0.22 ***
60. Billing policies are reasonable.	6.39	5.69 / 1.47	0.70	6.13	5.43 / 1.46	0.70	0.26 ***
61. Faculty are usually available after class and during office hours.	6.38	5.87 / 1.35	0.51	6.25	5.67 / 1.38	0.58	0.20 ***
62. Bookstore staff are helpful.	6.28	5.88 / 1.39	0.40	6.09	5.62 / 1.47	0.47	0.26 ***

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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	
63. I seldom get the "run-around" when seeking information on this campus.	6.42	5.32 / 1.74	1.10	6.10	5.11 / 1.68	0.99	0.21 ***
64. Nearly all classes deal with practical experiences and applications.	6.34	5.69 / 1.39	0.65	6.13	5.46 / 1.39	0.67	0.23 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.37	5.36 / 1.72	1.01	6.22	4.96 / 1.75	1.26	0.40 ***
66. Program requirements are clear and reasonable.	6.55	5.91 / 1.35	0.64	6.32	5.58 / 1.40	0.74	0.33 ***
67. Channels for expressing student complaints are readily available.	6.29	5.21 / 1.82	1.08	5.99	4.95 / 1.66	1.04	0.26 ***
68. On the whole, the campus is well-maintained.	6.43	6.32 / 1.02	0.11	6.23	5.85 / 1.31	0.38	0.47 ***
69. There is a good variety of courses provided on this campus.	6.56	5.87 / 1.47	0.69	6.35	5.67 / 1.42	0.68	0.20 ***
70. I am able to experience intellectual growth here.	6.63	6.07 / 1.25	0.56	6.38	5.79 / 1.33	0.59	0.28 ***
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							

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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	
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.90 / 1.31			5.65 / 1.37		0.25 ***
82. Institution's commitment to evening students?		5.77 / 1.41			5.55 / 1.44		0.22 ***
83. Institution's commitment to older, returning learners?		5.97 / 1.37			5.63 / 1.42		0.34 ***
84. Institution's commitment to under-represented populations?		5.81 / 1.36			5.46 / 1.40		0.35 ***
85. Institution's commitment to commuters?		5.65 / 1.53			5.45 / 1.47		0.20 ***
86. Institution's commitment to students with disabilities?		6.02 / 1.30			5.60 / 1.42		0.42 ***
87. Cost as factor in decision to enroll.	6.53			6.34			
88. Financial aid as factor in decision to enroll.	6.38			6.09			
89. Academic reputation as factor in decision to enroll.	6.08			5.90			
90. Size of institution as factor in decision to enroll.	5.41			5.22			
91. Opportunity to play sports as factor in decision to enroll.	2.77			3.58			

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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	
92. Recommendations from family/friends as factor in decision to enroll.	4.88			4.96			
93. Geographic setting as factor in decision to enroll.	5.84			5.53			
94. Campus appearance as factor in decision to enroll.	5.18			5.26			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.47			5.44			

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Institutional Summary

Summary Items

Summary Item	Ozarks Technical Community College - SSI	National Community Colleges	Mean Difference
<p>So far, how has your college experience met your expectations?</p> <p>1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected</p>	<p>Average: 4.92</p> <p>1% 1% 7% 31% 25% 14% 18%</p>	<p>Average: 4.84</p> <p>1% 1% 6% 35% 24% 12% 16%</p>	<p>0.08</p>
<p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied</p>	<p>Average: 5.68</p> <p>1% 2% 5% 6% 14% 39% 30%</p>	<p>Average: 5.47</p> <p>1% 2% 5% 11% 16% 40% 21%</p>	<p>0.21</p>
<p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes</p>	<p>Average: 6.04</p> <p>1% 3% 2% 6% 7% 23% 54%</p>	<p>Average: 5.72</p> <p>2% 4% 3% 8% 10% 30% 39%</p>	<p>0.32</p>