

Demographics

Gender	N	%	Class Level	N	%
Female	587	73.28%	1 year or less	308	38.64%
Male	214	26.72%	2 years	311	39.02%
Total	801	100.00%	3 years	105	13.17%
No Response	11		4 or more years	73	9.16%
			Total	797	100.00%
			No Response	15	
Age	N	%	Current GPA	N	%
18 and under	46	5.73%	No credits earned	61	7.66%
19 to 24	254	31.63%	1.99 or below	18	2.26%
25 to 34	214	26.65%	2.0 - 2.49	54	6.78%
35 to 44	161	20.05%	2.5 - 2.99	133	16.71%
45 and over	128	15.94%	3.0 - 3.49	227	28.52%
Total	803	100.00%	3.5 or above	303	38.07%
No Response	9		Total	796	100.00%
			No Response	16	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	9	1.13%	Associate degree	452	56.64%
American Indian or Alaskan Native	15	1.88%	Vocational/technical program	29	3.63%
Asian or Pacific Islander	17	2.13%	Transfer to another institution	229	28.70%
Caucasian/White	686	85.86%	Certification (initial / renewal)	43	5.39%
Hispanic	21	2.63%	Self-improvement/pleasure	8	1.00%
Other race	13	1.63%	Job-related training	9	1.13%
Race - Prefer not to respond	38	4.76%	Other educational goal	28	3.51%
Total	799	100.00%	Total	798	100.00%
No Response	13		No Response	14	
Current Enrollment Status	N	%	Employment	N	%
Day	569	72.76%	Full-time off campus	295	36.92%
Evening	207	26.47%	Part-time off campus	197	24.66%
Weekend	6	0.77%	Full-time on campus	8	1.00%
Total	782	100.00%	Part-time on campus	36	4.51%
No Response	30		Not employed	263	32.92%
			Total	799	100.00%
Current Class Load	N	%	No Response	13	
Full-time	471	59.02%			
Part-time	327	40.98%			
Total	798	100.00%			
No Response	14				

Demographics

Current Residence			On what campus do you take most of your courses?		
	N	%		N	%
Residence hall	1	0.13%	Springfield	502	62.52%
Own house	308	38.74%	Online	119	14.82%
Rent room or apt off campus	203	25.53%	Richwood Valley	70	8.72%
Parent's home	178	22.39%	Branson	52	6.48%
Other residence	105	13.21%	Lebanon	36	4.48%
Total	795	100.00%	Waynesville	24	2.99%
No Response	17		Total	803	100.00%
			No Response	9	
Residence Classification			Institution Question 2		
	N	%		N	%
In-state	773	97.97%	Campus item 2 - Answer 1	0	0%
Out-of-state	13	1.65%	Campus item 2 - Answer 2	0	0%
International (not U.S. citizen)	3	0.38%	Campus item 2 - Answer 3	0	0%
Total	789	100.00%	Campus item 2 - Answer 4	0	0%
No Response	23		Campus item 2 - Answer 5	0	0%
			Campus item 2 - Answer 6	0	0%
			Total	0	100.00%
			No Response	812	
Disabilities			Group Code		
	N	%		N	%
Yes - Disability	82	10.35%	0001: AUTO BODY TECHNOLOGY	3	0.38%
No - Disability	710	89.65%	0002: ACCOUNTING	36	4.56%
Total	792	100.00%	0003: AGRI BUSINESS	4	0.51%
No Response	20		0004: APPRENTICESHIP INDUSTRIAL TEC	1	0.13%
			0005: ASSOCIATE OF NURSING	23	2.91%
			0006: AUTOMOTIVE TECHNOLOGY	8	1.01%
			0008: BIOLOGICAL CLINICAL SCIENCE	21	2.66%
			0009: BIOLOGY	12	1.52%
			0010: BUSINESS-MARKETING	61	7.72%
			0011: CODING SPECIALIST	2	0.25%
			0012: CHEMISTRY	2	0.25%
			0013: COMPUTER INFORMATION SCIENCE	20	2.53%
			0014: CONSTRUCTION TECHNOLOGY	3	0.38%
			0015: CULINARY ARTS	16	2.03%
			0016: DENTAL ASSISTING	3	0.38%
			0017: DRAFTING & DESIGN	7	0.89%
			0018: DENTAL HYGIENE	14	1.77%
Institution Was My					
	N	%			
1st choice	604	76.17%			
2nd choice	144	18.16%			
3rd choice or lower	45	5.67%			
Total	793	100.00%			
No Response	19				

Demographics

0019: DIESEL TECHNOLOGY	2	0.25%
0020: EARLY CHILDHOOD DEVELOPMENT	34	4.30%
0021: ENGINEERING	11	1.39%
0022: ELECTRICAL	2	0.25%
0023: ELECTRONIC MED PROD	2	0.25%
0024: EMERGENCY MEDICAL TECHNICIAN	4	0.51%
0025: FIRE SCIENCE TECHNOLOGY	2	0.25%
0026: GRAPHIC DESIGN	14	1.77%
0027: GENERAL EDUCATION	13	1.65%
0028: HEARING INSTRUMENT SCIENCE	10	1.27%
0029: HEALTH INFORMATION TECHNOLOGY	33	4.18%
0030: H.R.A.C	4	0.51%
0031: HOSPITALITY MANAGEMENT	6	0.76%
0033: INDUST MAINT TECH	11	1.39%
0035: MEDICAL LAB TECHNICIAN	5	0.63%
0037: MACHINE TOOL TECH	2	0.25%
0038: NETWORKING TECHNOLOGY	13	1.65%
0039: NURSING	51	6.46%
0040: OCC THERAPY ASST	8	1.01%
0041: PHYSICAL THERAPY ASSISTANT	16	2.03%
0042: RESPIRATORY THERAPY	3	0.38%
0043: SURGICAL TECHNOLOGY	3	0.38%
0044: ASSOCIATE OF ARTS IN TEACHING	53	6.71%
0045: TURF AND LANDSCAPE MGT.	1	0.13%
0046: ASSOCIATE OF ARTS	178	22.53%
0047: WELDING TECHNOLOGY	4	0.51%
0048: OTHER	69	8.73%
Total	790	100.00%
No Response	22	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 66. Program requirements are clear and reasonable.
- 70. I am able to experience intellectual growth here.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 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.
- 34. Computer labs are adequate and accessible.
- 68. On the whole, the campus is well-maintained.
- 36. Students are made to feel welcome on this campus.
- 42. The equipment in the lab facilities is kept up to date.

Challenges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 46. Faculty provide timely feedback about student progress in a course.
- 20. Financial aid counselors are helpful.
- 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.
- 52. This school does whatever it can to help me reach my educational goals.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 23. Faculty are understanding of students' unique life circumstances.
- 63. I seldom get the "run-around" when seeking information on this campus.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 39. The amount of student parking space on campus is adequate.
- 6. My academic advisor is approachable.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Community Colleges

- 8. Classes are scheduled at times that are convenient for me.
- 15. I am able to register for classes I need with few conflicts.
- 66. Program requirements are clear and reasonable.
- 70. I am able to experience intellectual growth here.
- 7. Adequate financial aid is available for most students.
- 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.
- 20. Financial aid counselors are helpful.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 3. The quality of instruction in the vocational/technical programs is excellent.
- 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.
- 52. This school does whatever it can to help me reach my educational goals.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 5. The personnel involved in registration are helpful.
- 23. Faculty are understanding of students' unique life circumstances.
- 63. I seldom get the "run-around" when seeking information on this campus.
- 64. Nearly all classes deal with practical experiences and applications.
- 11. Security staff respond quickly in emergencies.
- 24. Parking lots are well-lighted and secure.
- 60. Billing policies are reasonable.
- 68. On the whole, the campus is well-maintained.
- 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.
- 53. The assessment and course placement procedures are reasonable.

Lower Satisfaction vs. National Community Colleges

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

Strategic Planning Overview

Higher Importance vs. National Community Colleges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 8. Classes are scheduled at times that are convenient for me.
- 15. I am able to register for classes I need with few conflicts.
- 66. Program requirements are clear and reasonable.
- 70. I am able to experience intellectual growth here.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 7. Adequate financial aid is available for most students.
- 31. The campus is safe and secure for all students.
- 69. There is a good variety of courses provided on this campus.
- 46. Faculty provide timely feedback about student progress in a course.
- 51. There are convenient ways of paying my school bill.
- 20. Financial aid counselors are helpful.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 3. The quality of instruction in the vocational/technical programs is excellent.
- 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.
- 52. This school does whatever it can to help me reach my educational goals.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 5. The personnel involved in registration are helpful.
- 23. Faculty are understanding of students' unique life circumstances.
- 63. I seldom get the "run-around" when seeking information on this campus.
- 64. Nearly all classes deal with practical experiences and applications.
- 11. Security staff respond quickly in emergencies.
- 24. Parking lots are well-lighted and secure.
- 60. Billing policies are reasonable.
- 68. On the whole, the campus is well-maintained.
- 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.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 39. The amount of student parking space on campus is adequate.
- 53. The assessment and course placement procedures are reasonable.

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	6.53	5.67 / 1.20	0.86	6.27	5.51 / 1.11	0.76	0.16 ***
Registration Effectiveness	6.49	5.78 / 1.11	0.71	6.24	5.53 / 1.07	0.71	0.25 ***
Admissions and Financial Aid	6.48	5.56 / 1.36	0.92	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	6.40	5.40 / 1.37	1.00	6.18	5.34 / 1.25	0.84	0.06
Academic Advising/Counseling	6.39	5.00 / 1.71	1.39	6.24	5.32 / 1.37	0.92	-0.32 ***
Academic Services	6.38	5.92 / 1.06	0.46	6.14	5.62 / 1.06	0.52	0.30 ***
Service Excellence	6.32	5.63 / 1.22	0.69	6.06	5.40 / 1.11	0.66	0.23 ***
Campus Climate	6.31	5.63 / 1.21	0.68	6.08	5.43 / 1.11	0.65	0.20 ***
Student Centeredness	6.28	5.67 / 1.28	0.61	6.08	5.48 / 1.18	0.60	0.19 ***
Campus Support Services	6.01	5.44 / 1.42	0.57	5.60	5.11 / 1.23	0.49	0.33 ***
Responsiveness to Diverse Populations		5.86 / 1.38			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.	6.73	5.68 / 1.47	1.05	6.48	5.63 / 1.36	0.85	0.05
8. Classes are scheduled at times that are convenient for me.	6.67	5.75 / 1.50	0.92	6.47	5.52 / 1.51	0.95	0.23 ***
15. I am able to register for classes I need with few conflicts.	6.65	5.73 / 1.60	0.92	6.42	5.47 / 1.56	0.95	0.26 ***
66. Program requirements are clear and reasonable.	6.64	5.89 / 1.44	0.75	6.35	5.63 / 1.40	0.72	0.26 ***
70. I am able to experience intellectual growth here.	6.64	6.02 / 1.38	0.62	6.41	5.84 / 1.32	0.57	0.18 ***
87. Cost as factor in decision to enroll.	6.64			6.34			
7. Adequate financial aid is available for most students.	6.62	5.72 / 1.61	0.90	6.31	5.37 / 1.67	0.94	0.35 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.62	5.85 / 1.48	0.77	6.40	5.78 / 1.32	0.62	0.07
31. The campus is safe and secure for all students.	6.61	5.94 / 1.32	0.67	6.38	5.75 / 1.31	0.63	0.19 ***
69. There is a good variety of courses provided on this campus.	6.61	5.91 / 1.47	0.70	6.36	5.71 / 1.40	0.65	0.20 ***
46. Faculty provide timely feedback about student progress in a course.	6.57	5.47 / 1.68	1.10	6.28	5.37 / 1.51	0.91	0.10
51. There are convenient ways of paying my school bill.	6.56	5.90 / 1.51	0.66	6.24	5.62 / 1.46	0.62	0.28 ***
20. Financial aid counselors are helpful.	6.54	5.42 / 1.79	1.12	6.19	5.18 / 1.71	1.01	0.24 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.54	5.79 / 1.50	0.75	6.32	5.50 / 1.50	0.82	0.29 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.53	5.28 / 1.77	1.25	6.19	5.11 / 1.71	1.08	0.17 **

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 *** 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	
32. My academic advisor is knowledgeable about my program requirements.	6.53	5.07 / 2.11	1.46	6.38	5.48 / 1.66	0.90	-0.41 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.52	5.60 / 1.44	0.92	6.15	5.47 / 1.37	0.68	0.13 *
34. Computer labs are adequate and accessible.	6.51	6.05 / 1.41	0.46	6.25	5.73 / 1.41	0.52	0.32 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.51	5.81 / 1.47	0.70	6.25	5.51 / 1.46	0.74	0.30 ***
41. Admissions staff are knowledgeable.	6.50	5.75 / 1.48	0.75	6.25	5.50 / 1.46	0.75	0.25 ***
52. This school does whatever it can to help me reach my educational goals.	6.50	5.50 / 1.63	1.00	6.29	5.35 / 1.52	0.94	0.15 **
65. Students are notified early in the term if they are doing poorly in a class.	6.50	5.25 / 1.86	1.25	6.22	5.02 / 1.74	1.20	0.23 ***
5. The personnel involved in registration are helpful.	6.49	5.56 / 1.71	0.93	6.25	5.41 / 1.59	0.84	0.15 **
23. Faculty are understanding of students' unique life circumstances.	6.48	5.53 / 1.67	0.95	6.22	5.35 / 1.54	0.87	0.18 **
63. I seldom get the "run-around" when seeking information on this campus.	6.48	5.35 / 1.89	1.13	6.13	5.16 / 1.69	0.97	0.19 **
64. Nearly all classes deal with practical experiences and applications.	6.48	5.63 / 1.54	0.85	6.16	5.51 / 1.39	0.65	0.12 *
88. Financial aid as factor in decision to enroll.	6.48			6.09			
11. Security staff respond quickly in emergencies.	6.47	5.78 / 1.44	0.69	6.03	5.16 / 1.48	0.87	0.62 ***
24. Parking lots are well-lighted and secure.	6.47	5.57 / 1.55	0.90	6.16	5.33 / 1.60	0.83	0.24 ***

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 ** 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	
60. Billing policies are reasonable.	6.47	5.78 / 1.50	0.69	6.16	5.48 / 1.46	0.68	0.30 ***
68. On the whole, the campus is well-maintained.	6.47	6.31 / 1.09	0.16	6.25	5.91 / 1.28	0.34	0.40 ***
36. Students are made to feel welcome on this campus.	6.46	5.92 / 1.38	0.54	6.24	5.70 / 1.36	0.54	0.22 ***
42. The equipment in the lab facilities is kept up to date.	6.46	5.93 / 1.38	0.53	6.20	5.56 / 1.43	0.64	0.37 ***
61. Faculty are usually available after class and during office hours.	6.46	5.83 / 1.43	0.63	6.27	5.72 / 1.36	0.55	0.11 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.45	4.78 / 2.10	1.67	6.24	5.24 / 1.68	1.00	-0.46 ***
39. The amount of student parking space on campus is adequate.	6.42	4.42 / 2.16	2.00	6.21	4.69 / 1.97	1.52	-0.27 ***
53. The assessment and course placement procedures are reasonable.	6.42	5.74 / 1.45	0.68	6.12	5.47 / 1.43	0.65	0.27 ***
6. My academic advisor is approachable.	6.41	4.94 / 2.13	1.47	6.30	5.49 / 1.65	0.81	-0.55 ***
28. It is an enjoyable experience to be a student on this campus.	6.40	5.76 / 1.57	0.64	6.22	5.60 / 1.44	0.62	0.16 **
48. Counseling staff care about students as individuals.	6.40	5.66 / 1.62	0.74	6.14	5.34 / 1.55	0.80	0.32 ***
55. Academic support services adequately meet the needs of students.	6.40	5.64 / 1.53	0.76	6.12	5.41 / 1.41	0.71	0.23 ***
27. The campus staff are caring and helpful.	6.39	5.85 / 1.34	0.54	6.15	5.58 / 1.34	0.57	0.27 ***
37. Faculty take into consideration student differences as they teach a course.	6.39	5.45 / 1.55	0.94	6.14	5.32 / 1.49	0.82	0.13 *
50. Tutoring services are readily available.	6.39	6.01 / 1.39	0.38	6.11	5.60 / 1.45	0.51	0.41 ***

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 ** 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.	6.39	5.12 / 1.95	1.27	6.01	5.00 / 1.68	1.01	0.12
54. Faculty are interested in my academic problems.	6.38	5.42 / 1.68	0.96	6.11	5.29 / 1.52	0.82	0.13 *
56. The business office is open during hours which are convenient for most students.	6.38	5.78 / 1.47	0.60	6.11	5.52 / 1.43	0.59	0.26 ***
16. The college shows concern for students as individuals.	6.37	5.39 / 1.62	0.98	6.17	5.21 / 1.58	0.96	0.18 **
43. Class change (drop/add) policies are reasonable.	6.37	5.85 / 1.49	0.52	6.18	5.59 / 1.46	0.59	0.26 ***
45. This institution has a good reputation within the community.	6.36	6.03 / 1.30	0.33	6.12	5.72 / 1.37	0.40	0.31 ***
47. There are adequate services to help me decide upon a career.	6.36	5.47 / 1.66	0.89	6.13	5.31 / 1.52	0.82	0.16 **
57. Administrators are approachable to students.	6.36	5.56 / 1.67	0.80	6.12	5.43 / 1.48	0.69	0.13 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.35	5.56 / 1.64	0.79	6.07	5.31 / 1.49	0.76	0.25 ***
2. Faculty care about me as an individual.	6.34	5.52 / 1.55	0.82	6.07	5.45 / 1.44	0.62	0.07
30. The career services office provides students with the help they need to get a job.	6.34	5.47 / 1.65	0.87	6.00	5.10 / 1.52	0.90	0.37 ***
21. There are a sufficient number of study areas on campus.	6.33	5.90 / 1.44	0.43	6.09	5.59 / 1.48	0.50	0.31 ***
25. My academic advisor is concerned about my success as an individual.	6.32	4.61 / 2.16	1.71	6.20	5.17 / 1.74	1.03	-0.56 ***
22. People on this campus respect and are supportive of each other.	6.31	5.62 / 1.40	0.69	6.07	5.44 / 1.40	0.63	0.18 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.30	5.64 / 1.58	0.66	5.90	5.28 / 1.47	0.62	0.36 ***

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 ** 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	
62. Bookstore staff are helpful.	6.30	5.86 / 1.49	0.44	6.11	5.67 / 1.46	0.44	0.19 ***
26. Library staff are helpful and approachable.	6.29	6.11 / 1.29	0.18	6.04	5.70 / 1.37	0.34	0.41 ***
14. Library resources and services are adequate.	6.25	5.84 / 1.40	0.41	6.19	5.75 / 1.33	0.44	0.09
9. Internships or practical experiences are provided in my degree/ certificate program.	6.20	5.22 / 1.76	0.98	6.00	5.09 / 1.62	0.91	0.13
59. New student orientation services help students adjust to college.	6.18	5.52 / 1.67	0.66	5.91	5.38 / 1.51	0.53	0.14 *
12. My academic advisor helps me set goals to work toward.	6.15	4.48 / 2.20	1.67	6.10	5.13 / 1.76	0.97	-0.65 ***
4. Security staff are helpful.	6.11	5.62 / 1.53	0.49	5.69	5.19 / 1.56	0.50	0.43 ***
89. Academic reputation as factor in decision to enroll.	6.05			5.91			
38. The student center is a comfortable place for students to spend their leisure time.	5.98	5.71 / 1.51	0.27	5.79	5.40 / 1.47	0.39	0.31 ***
19. This campus provides effective support services for displaced homemakers.	5.96	5.33 / 1.67	0.63	5.30	4.90 / 1.45	0.40	0.43 ***
93. Geographic setting as factor in decision to enroll.	5.90			5.56			
17. Personnel in the Veterans' Services program are helpful.	5.87	5.41 / 1.54	0.46	5.03	4.82 / 1.46	0.21	0.59 ***
44. I generally know what's happening on campus.	5.84	5.73 / 1.48	0.11	5.63	5.16 / 1.55	0.47	0.57 ***
1. Most students feel a sense of belonging here.	5.74	5.52 / 1.43	0.22	5.62	5.38 / 1.39	0.24	0.14 **
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.56			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
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	
90. Size of institution as factor in decision to enroll.	5.38			5.21			
94. Campus appearance as factor in decision to enroll.	5.23			5.24			
92. Recommendations from family/friends as factor in decision to enroll.	5.00			4.95			
10. Child care facilities are available on campus.	4.87	4.65 / 2.04	0.22	4.54	4.44 / 1.75	0.10	0.21
91. Opportunity to play sports as factor in decision to enroll.	2.81			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?		5.93 / 1.42			5.69 / 1.36		0.24 ***
82. Institution's commitment to evening students?		5.79 / 1.54			5.57 / 1.45		0.22 ***
83. Institution's commitment to older, returning learners?		5.94 / 1.47			5.67 / 1.42		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	
84. Institution's commitment to under-represented populations?		5.83 / 1.46			5.51 / 1.41		0.32 ***
85. Institution's commitment to commuters?		5.65 / 1.67			5.49 / 1.48		0.16 **
86. Institution's commitment to students with disabilities?		6.07 / 1.43			5.65 / 1.41		0.42 ***

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	
ACADEMIC ADVISING/COUNSELING	6.39	5.00 / 1.71	1.39	6.24	5.32 / 1.37	0.92	-0.32 ***
6. My academic advisor is approachable.	6.41	4.94 / 2.13	1.47	6.30	5.49 / 1.65	0.81	-0.55 ***
12. My academic advisor helps me set goals to work toward.	6.15	4.48 / 2.20	1.67	6.10	5.13 / 1.76	0.97	-0.65 ***
25. My academic advisor is concerned about my success as an individual.	6.32	4.61 / 2.16	1.71	6.20	5.17 / 1.74	1.03	-0.56 ***
32. My academic advisor is knowledgeable about my program requirements.	6.53	5.07 / 2.11	1.46	6.38	5.48 / 1.66	0.90	-0.41 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.45	4.78 / 2.10	1.67	6.24	5.24 / 1.68	1.00	-0.46 ***
48. Counseling staff care about students as individuals.	6.40	5.66 / 1.62	0.74	6.14	5.34 / 1.55	0.80	0.32 ***
52. This school does whatever it can to help me reach my educational goals.	6.50	5.50 / 1.63	1.00	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	
ACADEMIC SERVICES	6.38	5.92 / 1.06	0.46	6.14	5.62 / 1.06	0.52	0.30 ***
14. Library resources and services are adequate.	6.25	5.84 / 1.40	0.41	6.19	5.75 / 1.33	0.44	0.09
21. There are a sufficient number of study areas on campus.	6.33	5.90 / 1.44	0.43	6.09	5.59 / 1.48	0.50	0.31 ***
26. Library staff are helpful and approachable.	6.29	6.11 / 1.29	0.18	6.04	5.70 / 1.37	0.34	0.41 ***
34. Computer labs are adequate and accessible.	6.51	6.05 / 1.41	0.46	6.25	5.73 / 1.41	0.52	0.32 ***
42. The equipment in the lab facilities is kept up to date.	6.46	5.93 / 1.38	0.53	6.20	5.56 / 1.43	0.64	0.37 ***
50. Tutoring services are readily available.	6.39	6.01 / 1.39	0.38	6.11	5.60 / 1.45	0.51	0.41 ***
55. Academic support services adequately meet the needs of students.	6.40	5.64 / 1.53	0.76	6.12	5.41 / 1.41	0.71	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 - 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	6.48	5.56 / 1.36	0.92	6.16	5.30 / 1.26	0.86	0.26 ***
7. Adequate financial aid is available for most students.	6.62	5.72 / 1.61	0.90	6.31	5.37 / 1.67	0.94	0.35 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.53	5.28 / 1.77	1.25	6.19	5.11 / 1.71	1.08	0.17 **
20. Financial aid counselors are helpful.	6.54	5.42 / 1.79	1.12	6.19	5.18 / 1.71	1.01	0.24 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.30	5.64 / 1.58	0.66	5.90	5.28 / 1.47	0.62	0.36 ***
41. Admissions staff are knowledgeable.	6.50	5.75 / 1.48	0.75	6.25	5.50 / 1.46	0.75	0.25 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.35	5.56 / 1.64	0.79	6.07	5.31 / 1.49	0.76	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 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	
CAMPUS CLIMATE	6.31	5.63 / 1.21	0.68	6.08	5.43 / 1.11	0.65	0.20 ***
1. Most students feel a sense of belonging here.	5.74	5.52 / 1.43	0.22	5.62	5.38 / 1.39	0.24	0.14 **
2. Faculty care about me as an individual.	6.34	5.52 / 1.55	0.82	6.07	5.45 / 1.44	0.62	0.07
16. The college shows concern for students as individuals.	6.37	5.39 / 1.62	0.98	6.17	5.21 / 1.58	0.96	0.18 **
22. People on this campus respect and are supportive of each other.	6.31	5.62 / 1.40	0.69	6.07	5.44 / 1.40	0.63	0.18 ***
27. The campus staff are caring and helpful.	6.39	5.85 / 1.34	0.54	6.15	5.58 / 1.34	0.57	0.27 ***
28. It is an enjoyable experience to be a student on this campus.	6.40	5.76 / 1.57	0.64	6.22	5.60 / 1.44	0.62	0.16 **
31. The campus is safe and secure for all students.	6.61	5.94 / 1.32	0.67	6.38	5.75 / 1.31	0.63	0.19 ***
36. Students are made to feel welcome on this campus.	6.46	5.92 / 1.38	0.54	6.24	5.70 / 1.36	0.54	0.22 ***
44. I generally know what's happening on campus.	5.84	5.73 / 1.48	0.11	5.63	5.16 / 1.55	0.47	0.57 ***
45. This institution has a good reputation within the community.	6.36	6.03 / 1.30	0.33	6.12	5.72 / 1.37	0.40	0.31 ***
52. This school does whatever it can to help me reach my educational goals.	6.50	5.50 / 1.63	1.00	6.29	5.35 / 1.52	0.94	0.15 **
57. Administrators are approachable to students.	6.36	5.56 / 1.67	0.80	6.12	5.43 / 1.48	0.69	0.13 *
59. New student orientation services help students adjust to college.	6.18	5.52 / 1.67	0.66	5.91	5.38 / 1.51	0.53	0.14 *
63. I seldom get the "run-around" when seeking information on this campus.	6.48	5.35 / 1.89	1.13	6.13	5.16 / 1.69	0.97	0.19 **
67. Channels for expressing student complaints are readily available.	6.39	5.12 / 1.95	1.27	6.01	5.00 / 1.68	1.01	0.12

* 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	
CAMPUS SUPPORT SERVICES	6.01	5.44 / 1.42	0.57	5.60	5.11 / 1.23	0.49	0.33 ***
10. Child care facilities are available on campus.	4.87	4.65 / 2.04	0.22	4.54	4.44 / 1.75	0.10	0.21
17. Personnel in the Veterans' Services program are helpful.	5.87	5.41 / 1.54	0.46	5.03	4.82 / 1.46	0.21	0.59 ***
19. This campus provides effective support services for displaced homemakers.	5.96	5.33 / 1.67	0.63	5.30	4.90 / 1.45	0.40	0.43 ***
30. The career services office provides students with the help they need to get a job.	6.34	5.47 / 1.65	0.87	6.00	5.10 / 1.52	0.90	0.37 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.98	5.71 / 1.51	0.27	5.79	5.40 / 1.47	0.39	0.31 ***
47. There are adequate services to help me decide upon a career.	6.36	5.47 / 1.66	0.89	6.13	5.31 / 1.52	0.82	0.16 **
59. New student orientation services help students adjust to college.	6.18	5.52 / 1.67	0.66	5.91	5.38 / 1.51	0.53	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

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	6.40	5.40 / 1.37	1.00	6.18	5.34 / 1.25	0.84	0.06
2. Faculty care about me as an individual.	6.34	5.52 / 1.55	0.82	6.07	5.45 / 1.44	0.62	0.07
16. The college shows concern for students as individuals.	6.37	5.39 / 1.62	0.98	6.17	5.21 / 1.58	0.96	0.18 **
25. My academic advisor is concerned about my success as an individual.	6.32	4.61 / 2.16	1.71	6.20	5.17 / 1.74	1.03	-0.56 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.54	5.79 / 1.50	0.75	6.32	5.50 / 1.50	0.82	0.29 ***
48. Counseling staff care about students as individuals.	6.40	5.66 / 1.62	0.74	6.14	5.34 / 1.55	0.80	0.32 ***

* 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	
INSTRUCTIONAL EFFECTIVENESS	6.53	5.67 / 1.20	0.86	6.27	5.51 / 1.11	0.76	0.16 ***
2. Faculty care about me as an individual.	6.34	5.52 / 1.55	0.82	6.07	5.45 / 1.44	0.62	0.07
18. The quality of instruction I receive in most of my classes is excellent.	6.73	5.68 / 1.47	1.05	6.48	5.63 / 1.36	0.85	0.05
23. Faculty are understanding of students' unique life circumstances.	6.48	5.53 / 1.67	0.95	6.22	5.35 / 1.54	0.87	0.18 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.54	5.79 / 1.50	0.75	6.32	5.50 / 1.50	0.82	0.29 ***
37. Faculty take into consideration student differences as they teach a course.	6.39	5.45 / 1.55	0.94	6.14	5.32 / 1.49	0.82	0.13 *
46. Faculty provide timely feedback about student progress in a course.	6.57	5.47 / 1.68	1.10	6.28	5.37 / 1.51	0.91	0.10
54. Faculty are interested in my academic problems.	6.38	5.42 / 1.68	0.96	6.11	5.29 / 1.52	0.82	0.13 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.62	5.85 / 1.48	0.77	6.40	5.78 / 1.32	0.62	0.07
61. Faculty are usually available after class and during office hours.	6.46	5.83 / 1.43	0.63	6.27	5.72 / 1.36	0.55	0.11 *
64. Nearly all classes deal with practical experiences and applications.	6.48	5.63 / 1.54	0.85	6.16	5.51 / 1.39	0.65	0.12 *
65. Students are notified early in the term if they are doing poorly in a class.	6.50	5.25 / 1.86	1.25	6.22	5.02 / 1.74	1.20	0.23 ***
66. Program requirements are clear and reasonable.	6.64	5.89 / 1.44	0.75	6.35	5.63 / 1.40	0.72	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 - 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	5.91 / 1.47	0.70	6.36	5.71 / 1.40	0.65	0.20 ***
70. I am able to experience intellectual growth here.	6.64	6.02 / 1.38	0.62	6.41	5.84 / 1.32	0.57	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 - 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	6.49	5.78 / 1.11	0.71	6.24	5.53 / 1.07	0.71	0.25 ***
5. The personnel involved in registration are helpful.	6.49	5.56 / 1.71	0.93	6.25	5.41 / 1.59	0.84	0.15 **
8. Classes are scheduled at times that are convenient for me.	6.67	5.75 / 1.50	0.92	6.47	5.52 / 1.51	0.95	0.23 ***
15. I am able to register for classes I need with few conflicts.	6.65	5.73 / 1.60	0.92	6.42	5.47 / 1.56	0.95	0.26 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.51	5.81 / 1.47	0.70	6.25	5.51 / 1.46	0.74	0.30 ***
43. Class change (drop/add) policies are reasonable.	6.37	5.85 / 1.49	0.52	6.18	5.59 / 1.46	0.59	0.26 ***
51. There are convenient ways of paying my school bill.	6.56	5.90 / 1.51	0.66	6.24	5.62 / 1.46	0.62	0.28 ***
56. The business office is open during hours which are convenient for most students.	6.38	5.78 / 1.47	0.60	6.11	5.52 / 1.43	0.59	0.26 ***
60. Billing policies are reasonable.	6.47	5.78 / 1.50	0.69	6.16	5.48 / 1.46	0.68	0.30 ***
62. Bookstore staff are helpful.	6.30	5.86 / 1.49	0.44	6.11	5.67 / 1.46	0.44	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 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	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.86 / 1.38			5.60 / 1.27		0.26 ***
81. Institution's commitment to part-time students?		5.93 / 1.42			5.69 / 1.36		0.24 ***
82. Institution's commitment to evening students?		5.79 / 1.54			5.57 / 1.45		0.22 ***
83. Institution's commitment to older, returning learners?		5.94 / 1.47			5.67 / 1.42		0.27 ***
84. Institution's commitment to under-represented populations?		5.83 / 1.46			5.51 / 1.41		0.32 ***
85. Institution's commitment to commuters?		5.65 / 1.67			5.49 / 1.48		0.16 **
86. Institution's commitment to students with disabilities?		6.07 / 1.43			5.65 / 1.41		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 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	
SAFETY AND SECURITY	6.42	5.43 / 1.29	0.99	6.10	5.23 / 1.20	0.87	0.20 ***
4. Security staff are helpful.	6.11	5.62 / 1.53	0.49	5.69	5.19 / 1.56	0.50	0.43 ***
11. Security staff respond quickly in emergencies.	6.47	5.78 / 1.44	0.69	6.03	5.16 / 1.48	0.87	0.62 ***
24. Parking lots are well-lighted and secure.	6.47	5.57 / 1.55	0.90	6.16	5.33 / 1.60	0.83	0.24 ***
31. The campus is safe and secure for all students.	6.61	5.94 / 1.32	0.67	6.38	5.75 / 1.31	0.63	0.19 ***
39. The amount of student parking space on campus is adequate.	6.42	4.42 / 2.16	2.00	6.21	4.69 / 1.97	1.52	-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 - 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	6.32	5.63 / 1.22	0.69	6.06	5.40 / 1.11	0.66	0.23 ***
5. The personnel involved in registration are helpful.	6.49	5.56 / 1.71	0.93	6.25	5.41 / 1.59	0.84	0.15 **
22. People on this campus respect and are supportive of each other.	6.31	5.62 / 1.40	0.69	6.07	5.44 / 1.40	0.63	0.18 ***
26. Library staff are helpful and approachable.	6.29	6.11 / 1.29	0.18	6.04	5.70 / 1.37	0.34	0.41 ***
27. The campus staff are caring and helpful.	6.39	5.85 / 1.34	0.54	6.15	5.58 / 1.34	0.57	0.27 ***
44. I generally know what's happening on campus.	5.84	5.73 / 1.48	0.11	5.63	5.16 / 1.55	0.47	0.57 ***
57. Administrators are approachable to students.	6.36	5.56 / 1.67	0.80	6.12	5.43 / 1.48	0.69	0.13 *
62. Bookstore staff are helpful.	6.30	5.86 / 1.49	0.44	6.11	5.67 / 1.46	0.44	0.19 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.48	5.35 / 1.89	1.13	6.13	5.16 / 1.69	0.97	0.19 **
67. Channels for expressing student complaints are readily available.	6.39	5.12 / 1.95	1.27	6.01	5.00 / 1.68	1.01	0.12

* 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	
STUDENT CENTEREDNESS	6.28	5.67 / 1.28	0.61	6.08	5.48 / 1.18	0.60	0.19 ***
1. Most students feel a sense of belonging here.	5.74	5.52 / 1.43	0.22	5.62	5.38 / 1.39	0.24	0.14 **
16. The college shows concern for students as individuals.	6.37	5.39 / 1.62	0.98	6.17	5.21 / 1.58	0.96	0.18 **
27. The campus staff are caring and helpful.	6.39	5.85 / 1.34	0.54	6.15	5.58 / 1.34	0.57	0.27 ***
28. It is an enjoyable experience to be a student on this campus.	6.40	5.76 / 1.57	0.64	6.22	5.60 / 1.44	0.62	0.16 **
36. Students are made to feel welcome on this campus.	6.46	5.92 / 1.38	0.54	6.24	5.70 / 1.36	0.54	0.22 ***
57. Administrators are approachable to students.	6.36	5.56 / 1.67	0.80	6.12	5.43 / 1.48	0.69	0.13 *

* 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.	5.74	5.52 / 1.43	0.22	5.62	5.38 / 1.39	0.24	0.14 **
2. Faculty care about me as an individual.	6.34	5.52 / 1.55	0.82	6.07	5.45 / 1.44	0.62	0.07
3. The quality of instruction in the vocational/technical programs is excellent.	6.52	5.60 / 1.44	0.92	6.15	5.47 / 1.37	0.68	0.13 *
4. Security staff are helpful.	6.11	5.62 / 1.53	0.49	5.69	5.19 / 1.56	0.50	0.43 ***
5. The personnel involved in registration are helpful.	6.49	5.56 / 1.71	0.93	6.25	5.41 / 1.59	0.84	0.15 **
6. My academic advisor is approachable.	6.41	4.94 / 2.13	1.47	6.30	5.49 / 1.65	0.81	-0.55 ***
7. Adequate financial aid is available for most students.	6.62	5.72 / 1.61	0.90	6.31	5.37 / 1.67	0.94	0.35 ***
8. Classes are scheduled at times that are convenient for me.	6.67	5.75 / 1.50	0.92	6.47	5.52 / 1.51	0.95	0.23 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.20	5.22 / 1.76	0.98	6.00	5.09 / 1.62	0.91	0.13
10. Child care facilities are available on campus.	4.87	4.65 / 2.04	0.22	4.54	4.44 / 1.75	0.10	0.21
11. Security staff respond quickly in emergencies.	6.47	5.78 / 1.44	0.69	6.03	5.16 / 1.48	0.87	0.62 ***
12. My academic advisor helps me set goals to work toward.	6.15	4.48 / 2.20	1.67	6.10	5.13 / 1.76	0.97	-0.65 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.53	5.28 / 1.77	1.25	6.19	5.11 / 1.71	1.08	0.17 **
14. Library resources and services are adequate.	6.25	5.84 / 1.40	0.41	6.19	5.75 / 1.33	0.44	0.09
15. I am able to register for classes I need with few conflicts.	6.65	5.73 / 1.60	0.92	6.42	5.47 / 1.56	0.95	0.26 ***
16. The college shows concern for students as individuals.	6.37	5.39 / 1.62	0.98	6.17	5.21 / 1.58	0.96	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
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.	5.87	5.41 / 1.54	0.46	5.03	4.82 / 1.46	0.21	0.59 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.73	5.68 / 1.47	1.05	6.48	5.63 / 1.36	0.85	0.05
19. This campus provides effective support services for displaced homemakers.	5.96	5.33 / 1.67	0.63	5.30	4.90 / 1.45	0.40	0.43 ***
20. Financial aid counselors are helpful.	6.54	5.42 / 1.79	1.12	6.19	5.18 / 1.71	1.01	0.24 ***
21. There are a sufficient number of study areas on campus.	6.33	5.90 / 1.44	0.43	6.09	5.59 / 1.48	0.50	0.31 ***
22. People on this campus respect and are supportive of each other.	6.31	5.62 / 1.40	0.69	6.07	5.44 / 1.40	0.63	0.18 ***
23. Faculty are understanding of students' unique life circumstances.	6.48	5.53 / 1.67	0.95	6.22	5.35 / 1.54	0.87	0.18 **
24. Parking lots are well-lighted and secure.	6.47	5.57 / 1.55	0.90	6.16	5.33 / 1.60	0.83	0.24 ***
25. My academic advisor is concerned about my success as an individual.	6.32	4.61 / 2.16	1.71	6.20	5.17 / 1.74	1.03	-0.56 ***
26. Library staff are helpful and approachable.	6.29	6.11 / 1.29	0.18	6.04	5.70 / 1.37	0.34	0.41 ***
27. The campus staff are caring and helpful.	6.39	5.85 / 1.34	0.54	6.15	5.58 / 1.34	0.57	0.27 ***
28. It is an enjoyable experience to be a student on this campus.	6.40	5.76 / 1.57	0.64	6.22	5.60 / 1.44	0.62	0.16 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.54	5.79 / 1.50	0.75	6.32	5.50 / 1.50	0.82	0.29 ***
30. The career services office provides students with the help they need to get a job.	6.34	5.47 / 1.65	0.87	6.00	5.10 / 1.52	0.90	0.37 ***
31. The campus is safe and secure for all students.	6.61	5.94 / 1.32	0.67	6.38	5.75 / 1.31	0.63	0.19 ***

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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	
32. My academic advisor is knowledgeable about my program requirements.	6.53	5.07 / 2.11	1.46	6.38	5.48 / 1.66	0.90	-0.41 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.30	5.64 / 1.58	0.66	5.90	5.28 / 1.47	0.62	0.36 ***
34. Computer labs are adequate and accessible.	6.51	6.05 / 1.41	0.46	6.25	5.73 / 1.41	0.52	0.32 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.51	5.81 / 1.47	0.70	6.25	5.51 / 1.46	0.74	0.30 ***
36. Students are made to feel welcome on this campus.	6.46	5.92 / 1.38	0.54	6.24	5.70 / 1.36	0.54	0.22 ***
37. Faculty take into consideration student differences as they teach a course.	6.39	5.45 / 1.55	0.94	6.14	5.32 / 1.49	0.82	0.13 *
38. The student center is a comfortable place for students to spend their leisure time.	5.98	5.71 / 1.51	0.27	5.79	5.40 / 1.47	0.39	0.31 ***
39. The amount of student parking space on campus is adequate.	6.42	4.42 / 2.16	2.00	6.21	4.69 / 1.97	1.52	-0.27 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.45	4.78 / 2.10	1.67	6.24	5.24 / 1.68	1.00	-0.46 ***
41. Admissions staff are knowledgeable.	6.50	5.75 / 1.48	0.75	6.25	5.50 / 1.46	0.75	0.25 ***
42. The equipment in the lab facilities is kept up to date.	6.46	5.93 / 1.38	0.53	6.20	5.56 / 1.43	0.64	0.37 ***
43. Class change (drop/add) policies are reasonable.	6.37	5.85 / 1.49	0.52	6.18	5.59 / 1.46	0.59	0.26 ***
44. I generally know what's happening on campus.	5.84	5.73 / 1.48	0.11	5.63	5.16 / 1.55	0.47	0.57 ***
45. This institution has a good reputation within the community.	6.36	6.03 / 1.30	0.33	6.12	5.72 / 1.37	0.40	0.31 ***
46. Faculty provide timely feedback about student progress in a course.	6.57	5.47 / 1.68	1.10	6.28	5.37 / 1.51	0.91	0.10

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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	
47. There are adequate services to help me decide upon a career.	6.36	5.47 / 1.66	0.89	6.13	5.31 / 1.52	0.82	0.16 **
48. Counseling staff care about students as individuals.	6.40	5.66 / 1.62	0.74	6.14	5.34 / 1.55	0.80	0.32 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.35	5.56 / 1.64	0.79	6.07	5.31 / 1.49	0.76	0.25 ***
50. Tutoring services are readily available.	6.39	6.01 / 1.39	0.38	6.11	5.60 / 1.45	0.51	0.41 ***
51. There are convenient ways of paying my school bill.	6.56	5.90 / 1.51	0.66	6.24	5.62 / 1.46	0.62	0.28 ***
52. This school does whatever it can to help me reach my educational goals.	6.50	5.50 / 1.63	1.00	6.29	5.35 / 1.52	0.94	0.15 **
53. The assessment and course placement procedures are reasonable.	6.42	5.74 / 1.45	0.68	6.12	5.47 / 1.43	0.65	0.27 ***
54. Faculty are interested in my academic problems.	6.38	5.42 / 1.68	0.96	6.11	5.29 / 1.52	0.82	0.13 *
55. Academic support services adequately meet the needs of students.	6.40	5.64 / 1.53	0.76	6.12	5.41 / 1.41	0.71	0.23 ***
56. The business office is open during hours which are convenient for most students.	6.38	5.78 / 1.47	0.60	6.11	5.52 / 1.43	0.59	0.26 ***
57. Administrators are approachable to students.	6.36	5.56 / 1.67	0.80	6.12	5.43 / 1.48	0.69	0.13 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.62	5.85 / 1.48	0.77	6.40	5.78 / 1.32	0.62	0.07
59. New student orientation services help students adjust to college.	6.18	5.52 / 1.67	0.66	5.91	5.38 / 1.51	0.53	0.14 *
60. Billing policies are reasonable.	6.47	5.78 / 1.50	0.69	6.16	5.48 / 1.46	0.68	0.30 ***
61. Faculty are usually available after class and during office hours.	6.46	5.83 / 1.43	0.63	6.27	5.72 / 1.36	0.55	0.11 *

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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	
62. Bookstore staff are helpful.	6.30	5.86 / 1.49	0.44	6.11	5.67 / 1.46	0.44	0.19 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.48	5.35 / 1.89	1.13	6.13	5.16 / 1.69	0.97	0.19 **
64. Nearly all classes deal with practical experiences and applications.	6.48	5.63 / 1.54	0.85	6.16	5.51 / 1.39	0.65	0.12 *
65. Students are notified early in the term if they are doing poorly in a class.	6.50	5.25 / 1.86	1.25	6.22	5.02 / 1.74	1.20	0.23 ***
66. Program requirements are clear and reasonable.	6.64	5.89 / 1.44	0.75	6.35	5.63 / 1.40	0.72	0.26 ***
67. Channels for expressing student complaints are readily available.	6.39	5.12 / 1.95	1.27	6.01	5.00 / 1.68	1.01	0.12
68. On the whole, the campus is well-maintained.	6.47	6.31 / 1.09	0.16	6.25	5.91 / 1.28	0.34	0.40 ***
69. There is a good variety of courses provided on this campus.	6.61	5.91 / 1.47	0.70	6.36	5.71 / 1.40	0.65	0.20 ***
70. I am able to experience intellectual growth here.	6.64	6.02 / 1.38	0.62	6.41	5.84 / 1.32	0.57	0.18 ***
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							

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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	
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.93 / 1.42			5.69 / 1.36		0.24 ***
82. Institution's commitment to evening students?		5.79 / 1.54			5.57 / 1.45		0.22 ***
83. Institution's commitment to older, returning learners?		5.94 / 1.47			5.67 / 1.42		0.27 ***
84. Institution's commitment to under-represented populations?		5.83 / 1.46			5.51 / 1.41		0.32 ***
85. Institution's commitment to commuters?		5.65 / 1.67			5.49 / 1.48		0.16 **
86. Institution's commitment to students with disabilities?		6.07 / 1.43			5.65 / 1.41		0.42 ***
87. Cost as factor in decision to enroll.	6.64			6.34			
88. Financial aid as factor in decision to enroll.	6.48			6.09			
89. Academic reputation as factor in decision to enroll.	6.05			5.91			
90. Size of institution as factor in decision to enroll.	5.38			5.21			
91. Opportunity to play sports as factor in decision to enroll.	2.81			3.52			
92. Recommendations from family/friends as factor in decision to enroll.	5.00			4.95			
93. Geographic setting as factor in decision to enroll.	5.90			5.56			
94. Campus appearance as factor in decision to enroll.	5.23			5.24			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.56			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: 4.90</p> <p>2% 1% 8% 29% 26% 11% 19%</p>	<p>Average: 4.86</p> <p>1% 1% 6% 34% 25% 13% 16%</p>	<p>0.04</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: 5.59</p> <p>2% 3% 5% 6% 13% 40% 28%</p>	<p>Average: 5.51</p> <p>1% 2% 5% 10% 16% 40% 22%</p>	<p>0.08</p>
<p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes</p>	<p>Average: 5.94</p> <p>3% 3% 3% 4% 6% 27% 51%</p>	<p>Average: 5.74</p> <p>2% 4% 3% 8% 10% 30% 40%</p>	<p>0.20</p>