

## Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Current Class Load</b>	<b>N</b>	<b>%</b>
Female	95	34.67%	Full-time	207	75.55%
Male	179	65.33%	Part-time	67	24.45%
Total	274	100.00%	Total	274	100.00%
No Response	1		No Response	1	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
18 and under	41	15.13%	1 year or less	151	55.31%
19 to 24	172	63.47%	2 years	71	26.01%
25 to 34	37	13.65%	3 years	34	12.45%
35 to 44	10	3.69%	4 or more years	17	6.23%
45 and over	11	4.06%	Total	273	100.00%
Total	271	100.00%	No Response	2	
No Response	4		<b>Current GPA</b>	<b>N</b>	<b>%</b>
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	No credits earned	21	7.75%
Alaskan Native	2	0.75%	1.99 or below	11	4.06%
American Indian	4	1.50%	2.0 - 2.49	30	11.07%
Asian	3	1.13%	2.5 - 2.99	51	18.82%
Black/African-American	18	6.77%	3.0 - 3.49	79	29.15%
Hispanic or Latino (and Puerto Rican)	31	11.65%	3.5 or above	79	29.15%
Native Hawaiian or Pacific Islander	5	1.88%	Total	271	100.00%
White/Caucasian	178	66.92%	No Response	4	
Multi-racial	20	7.52%	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
Other race	5	1.88%	Associate degree	91	33.83%
Total	266	100.00%	Vocational/technical program	10	3.72%
No Response	9		Transfer to another institution	120	44.61%
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	Certification (initial/renewal)	13	4.83%
Day	233	85.98%	Self-improvement/pleasure	5	1.86%
Evening	36	13.28%	Job-related training	14	5.20%
Weekend	2	0.74%	Other educational goal	16	5.95%
Total	271	100.00%	Total	269	100.00%
No Response	4		No Response	6	



## Demographics

Group Code	N	%
0001	14	5.13%
0002	15	5.49%
0003	25	9.16%
0004	15	5.49%
0005	13	4.76%
0007	8	2.93%
0008	22	8.06%
0009	9	3.30%
0010	8	2.93%
0011	16	5.86%
0099	1	0.37%
1001	9	3.30%
1002	8	2.93%
1003	3	1.10%
1004	12	4.40%
1005	3	1.10%
1006	17	6.23%
1007	13	4.76%
1009	3	1.10%
1010	9	3.30%
1011	1	0.37%
1012	33	12.09%
2010	16	5.86%
Total	273	100.00%
No Response	2	

## Strategic Planning Overview

### Strengths and Challenges

#### Strengths

- 8. The quality of instruction I receive in most of my classes is excellent.
- 2. Classes are scheduled at times that are convenient for me.
- 14. My academic advisor is knowledgeable about my program requirements.
- 1. The campus staff are caring and helpful.
- 13. The campus is safe and secure for all students.
- 20. Students are made to feel welcome here.
- 42. Campus item 2
- 29. There are convenient ways of paying my school bill.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 28. This campus provides online access to services I need.
- 48. Campus item 8

#### Challenges

- 40. There are sufficient courses within my program of study available each term.
- 9. I am able to register for the classes I need with few conflicts.
- 36. Tuition paid is a worthwhile investment.
- 25. Faculty provide timely feedback about my academic progress.
- 16. My advisor helps me apply my program of study to career goals.
- 5. Financial aid awards are announced in time to be helpful in college planning.
- 26. There are adequate services to help me decide upon a career.
- 46. Campus item 6

## **Strategic Planning Overview Benchmarks**

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

- 40. There are sufficient courses within my program of study available each term.
- 2. Classes are scheduled at times that are convenient for me.
- 9. I am able to register for the classes I need with few conflicts.
- 14. My academic advisor is knowledgeable about my program requirements.
- 1. The campus staff are caring and helpful.
- 13. The campus is safe and secure for all students.
- 36. Tuition paid is a worthwhile investment.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 25. Faculty provide timely feedback about my academic progress.
- 20. Students are made to feel welcome here.
- 19. Registration processes and procedures are convenient.
- 29. There are convenient ways of paying my school bill.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 16. My advisor helps me apply my program of study to career goals.
- 28. This campus provides online access to services I need.
- 5. Financial aid awards are announced in time to be helpful in college planning.
- 26. There are adequate services to help me decide upon a career.

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

Scale	College of the Siskiyous - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Registration Effectiveness	6.10	5.35 / 1.00	0.75	6.47	5.76 / 1.06	0.71	-0.41 ***
Academic Advising Effectiveness	6.01	5.15 / 1.05	0.86	6.35	5.53 / 1.33	0.82	-0.38 ***
Instructional Effectiveness	5.98	5.35 / 0.91	0.63	6.41	5.76 / 1.05	0.65	-0.41 ***
Campus Climate	5.96	5.29 / 0.96	0.67	6.41	5.81 / 1.04	0.60	-0.52 ***
Student Centeredness	5.91	5.19 / 1.12	0.72	6.36	5.69 / 1.18	0.67	-0.50 ***
Admissions and Financial Aid Effectiveness	5.69	4.83 / 1.14	0.86	6.24	5.49 / 1.27	0.75	-0.66 ***
Campus Services	5.69	5.24 / 0.87	0.45	6.24	5.80 / 1.00	0.44	-0.56 ***
Safety and Security	5.52	5.06 / 1.15	0.46	6.28	5.55 / 1.18	0.73	-0.49 ***

\* 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 68260 records.

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

Item	College of the Siskiyous - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The quality of instruction I receive in most of my classes is excellent.	6.52	5.64 / 1.25	0.88	6.63	5.80 / 1.33	0.83	-0.16
40. There are sufficient courses within my program of study available each term.	6.39	5.16 / 1.68	1.23	6.52	5.63 / 1.50	0.89	-0.47 ***
2. Classes are scheduled at times that are convenient for me.	6.32	5.43 / 1.38	0.89	6.54	5.67 / 1.40	0.87	-0.24 **
9. I am able to register for the classes I need with few conflicts.	6.32	5.33 / 1.49	0.99	6.55	5.72 / 1.44	0.83	-0.39 ***
14. My academic advisor is knowledgeable about my program requirements.	6.25	5.46 / 1.39	0.79	6.51	5.76 / 1.53	0.75	-0.30 **
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.24	5.41 / 1.42	0.83	6.33	5.46 / 1.60	0.87	-0.05
1. The campus staff are caring and helpful.	6.21	5.61 / 1.26	0.60	6.41	5.84 / 1.27	0.57	-0.23 **
51. Cost as factor in decision to enroll.	6.19			6.51			
13. The campus is safe and secure for all students.	6.16	5.44 / 1.38	0.72	6.54	6.04 / 1.19	0.50	-0.60 ***
36. Tuition paid is a worthwhile investment.	6.12	5.13 / 1.46	0.99	6.54	5.82 / 1.41	0.72	-0.69 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.08	5.41 / 1.47	0.67	6.46	5.77 / 1.44	0.69	-0.36 ***
25. Faculty provide timely feedback about my academic progress.	6.05	5.02 / 1.48	1.03	6.45	5.58 / 1.46	0.87	-0.56 ***
20. Students are made to feel welcome here.	6.04	5.64 / 1.41	0.40	6.44	6.00 / 1.28	0.44	-0.36 ***
19. Registration processes and procedures are convenient.	6.01	5.39 / 1.36	0.62	6.45	5.83 / 1.37	0.62	-0.44 ***
42. Campus item 2	5.99	5.44 / 1.44	0.55				

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National Group Means are based on 68260 records.

## Institutional Summary

### Items: In Order of Importance

Item	College of the Siskiyous - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
29. There are convenient ways of paying my school bill.	5.98	5.50 / 1.43	0.48	6.38	5.87 / 1.37	0.51	-0.37 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	5.97	5.64 / 1.29	0.33	6.42	5.95 / 1.30	0.47	-0.31 ***
16. My advisor helps me apply my program of study to career goals.	5.96	5.02 / 1.47	0.94	6.35	5.54 / 1.63	0.81	-0.52 ***
45. Campus item 5	5.94	5.15 / 1.45	0.79				
5. Financial aid awards are announced in time to be helpful in college planning.	5.93	4.67 / 1.61	1.26	6.29	5.40 / 1.63	0.89	-0.73 ***
28. This campus provides online access to services I need.	5.93	5.63 / 1.28	0.30	6.42	6.02 / 1.23	0.40	-0.39 ***
54. Future career opportunities as factor in decision to enroll.	5.93			6.43			
3. My academic advisor is available when I need help.	5.91	5.40 / 1.27	0.51	6.25	5.57 / 1.56	0.68	-0.17
48. Campus item 8	5.91	5.49 / 1.24	0.42				
44. Campus item 4	5.89	5.16 / 1.55	0.73				
26. There are adequate services to help me decide upon a career.	5.88	4.86 / 1.50	1.02	6.28	5.54 / 1.46	0.74	-0.68 ***
47. Campus item 7	5.88	5.33 / 1.25	0.55				
32. I am able to take care of college-related business at times that are convenient for me.	5.86	5.10 / 1.46	0.76	6.40	5.73 / 1.38	0.67	-0.63 ***
46. Campus item 6	5.86	4.63 / 1.59	1.23				
23. This institution helps me identify resources to finance my education.	5.85	4.74 / 1.48	1.11	6.33	5.40 / 1.62	0.93	-0.66 ***

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

National Group Means are based on 68260 records.



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

Item	College of the Siskiyous - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
39. On the whole, the campus is well-maintained.	5.84	5.68 / 1.27	0.16	6.36	6.08 / 1.20	0.28	-0.40 ***
15. Financial aid counseling is available if I need it.	5.83	4.95 / 1.53	0.88	6.28	5.66 / 1.49	0.62	-0.71 ***
38. Most classes deal with practical experiences and applications.	5.82	5.16 / 1.31	0.66	6.35	5.76 / 1.30	0.59	-0.60 ***
52. Financial assistance as factor in decision to enroll.	5.82			6.27			
18. Computer labs are adequate and accessible.	5.73	5.45 / 1.35	0.28	6.35	5.99 / 1.30	0.36	-0.54 ***
50. Campus item 10	5.73	5.17 / 1.26	0.56				
33. Administrators are available to hear students' concerns.	5.72	4.68 / 1.61	1.04	6.29	5.50 / 1.55	0.79	-0.82 ***
35. I receive ongoing feedback about progress toward my academic goals.	5.72	4.48 / 1.55	1.24	6.31	5.32 / 1.62	0.99	-0.84 ***
11. Counseling services are available if I need them.	5.70	5.40 / 1.24	0.30	5.96	5.62 / 1.42	0.34	-0.22 *
30. The assessment and course placement procedures are reasonable.	5.66	4.94 / 1.40	0.72	6.26	5.70 / 1.35	0.56	-0.76 ***
37. I seldom get the "run-around" when seeking information on this campus.	5.64	4.74 / 1.63	0.90	6.29	5.36 / 1.66	0.93	-0.62 ***
24. The equipment in the lab facilities is kept up to date.	5.62	5.05 / 1.35	0.57	6.35	5.74 / 1.39	0.61	-0.69 ***
27. Tutoring services are readily available.	5.51	5.20 / 1.34	0.31	6.19	5.82 / 1.39	0.37	-0.62 ***
6. Library resources and services are adequate.	5.49	5.36 / 1.22	0.13	6.14	5.92 / 1.25	0.22	-0.56 ***
49. Campus item 9	5.49	5.12 / 1.17	0.37				
53. Academic reputation as factor in decision to enroll.	5.47			6.12			

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

National Group Means are based on 68260 records.

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

Item	College of the Siskiyous - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
7. Admissions staff provide personalized attention prior to enrollment.	5.44	4.85 / 1.39	0.59	6.14	5.52 / 1.50	0.62	-0.67 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.43	4.92 / 1.38	0.51	6.14	5.45 / 1.51	0.69	-0.53 ***
4. Security staff respond quickly to calls for assistance.	5.40	4.33 / 1.60	1.07	6.11	5.52 / 1.43	0.59	-1.19 ***
21. The amount of student parking space on campus is adequate.	5.39	5.33 / 1.51	0.06	6.31	5.00 / 1.91	1.31	0.33 **
41. Campus item 1	5.34	3.41 / 1.83	1.93				
43. Campus item 3	5.20	4.52 / 1.66	0.68				
56. Distance from campus as factor in decision to enroll.	5.19			6.15			
55. Personal recommendations as factor in decision to enroll.	5.12			5.91			
10. Parking lots are well-lighted and secure.	5.11	5.03 / 1.40	0.08	6.14	5.62 / 1.49	0.52	-0.59 ***
31. Faculty use a variety of technology and media in the classroom.	5.04	5.38 / 1.16	-0.34	6.05	5.83 / 1.28	0.22	-0.45 ***
57. Information on the campus Web site as factor in decision to enroll.	4.91			5.86			
58. Campus visits as factor in decision to enroll.	4.53			5.43			

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

National Group Means are based on 68260 records.

### Institutional Summary

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

Scale/Item	College of the Siskiyous - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING EFFECTIVENESS</b>	6.01	5.15 / 1.05	0.86	6.35	5.53 / 1.33	0.82	-0.38 ***
3. My academic advisor is available when I need help.	5.91	5.40 / 1.27	0.51	6.25	5.57 / 1.56	0.68	-0.17
14. My academic advisor is knowledgeable about my program requirements.	6.25	5.46 / 1.39	0.79	6.51	5.76 / 1.53	0.75	-0.30 **
16. My advisor helps me apply my program of study to career goals.	5.96	5.02 / 1.47	0.94	6.35	5.54 / 1.63	0.81	-0.52 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.24	5.41 / 1.42	0.83	6.33	5.46 / 1.60	0.87	-0.05
35. I receive ongoing feedback about progress toward my academic goals.	5.72	4.48 / 1.55	1.24	6.31	5.32 / 1.62	0.99	-0.84 ***

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

National Group Means are based on 68260 records.

### Institutional Summary

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

Scale/Item	College of the Siskiyous - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID EFFECTIVENESS</b>	5.69	4.83 / 1.14	0.86	6.24	5.49 / 1.27	0.75	-0.66 ***
5. Financial aid awards are announced in time to be helpful in college planning.	5.93	4.67 / 1.61	1.26	6.29	5.40 / 1.63	0.89	-0.73 ***
7. Admissions staff provide personalized attention prior to enrollment.	5.44	4.85 / 1.39	0.59	6.14	5.52 / 1.50	0.62	-0.67 ***
15. Financial aid counseling is available if I need it.	5.83	4.95 / 1.53	0.88	6.28	5.66 / 1.49	0.62	-0.71 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.43	4.92 / 1.38	0.51	6.14	5.45 / 1.51	0.69	-0.53 ***
23. This institution helps me identify resources to finance my education.	5.85	4.74 / 1.48	1.11	6.33	5.40 / 1.62	0.93	-0.66 ***

\* 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 68260 records.

### Institutional Summary

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

Scale/Item	College of the Siskiyous - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	5.96	5.29 / 0.96	0.67	6.41	5.81 / 1.04	0.60	-0.52 ***
1. The campus staff are caring and helpful.	6.21	5.61 / 1.26	0.60	6.41	5.84 / 1.27	0.57	-0.23 **
13. The campus is safe and secure for all students.	6.16	5.44 / 1.38	0.72	6.54	6.04 / 1.19	0.50	-0.60 ***
20. Students are made to feel welcome here.	6.04	5.64 / 1.41	0.40	6.44	6.00 / 1.28	0.44	-0.36 ***
33. Administrators are available to hear students' concerns.	5.72	4.68 / 1.61	1.04	6.29	5.50 / 1.55	0.79	-0.82 ***
36. Tuition paid is a worthwhile investment.	6.12	5.13 / 1.46	0.99	6.54	5.82 / 1.41	0.72	-0.69 ***
37. I seldom get the "run-around" when seeking information on this campus.	5.64	4.74 / 1.63	0.90	6.29	5.36 / 1.66	0.93	-0.62 ***
39. On the whole, the campus is well-maintained.	5.84	5.68 / 1.27	0.16	6.36	6.08 / 1.20	0.28	-0.40 ***

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

National Group Means are based on 68260 records.

## Institutional Summary

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

Scale/Item	College of the Siskiyous - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SERVICES</b>	5.69	5.24 / 0.87	0.45	6.24	5.80 / 1.00	0.44	-0.56 ***
6. Library resources and services are adequate.	5.49	5.36 / 1.22	0.13	6.14	5.92 / 1.25	0.22	-0.56 ***
11. Counseling services are available if I need them.	5.70	5.40 / 1.24	0.30	5.96	5.62 / 1.42	0.34	-0.22 *
18. Computer labs are adequate and accessible.	5.73	5.45 / 1.35	0.28	6.35	5.99 / 1.30	0.36	-0.54 ***
24. The equipment in the lab facilities is kept up to date.	5.62	5.05 / 1.35	0.57	6.35	5.74 / 1.39	0.61	-0.69 ***
26. There are adequate services to help me decide upon a career.	5.88	4.86 / 1.50	1.02	6.28	5.54 / 1.46	0.74	-0.68 ***
27. Tutoring services are readily available.	5.51	5.20 / 1.34	0.31	6.19	5.82 / 1.39	0.37	-0.62 ***
28. This campus provides online access to services I need.	5.93	5.63 / 1.28	0.30	6.42	6.02 / 1.23	0.40	-0.39 ***
30. The assessment and course placement procedures are reasonable.	5.66	4.94 / 1.40	0.72	6.26	5.70 / 1.35	0.56	-0.76 ***

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

National Group Means are based on 68260 records.

### Institutional Summary

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

Scale/Item	College of the Siskiyous - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	5.98	5.35 / 0.91	0.63	6.41	5.76 / 1.05	0.65	-0.41 ***
8. The quality of instruction I receive in most of my classes is excellent.	6.52	5.64 / 1.25	0.88	6.63	5.80 / 1.33	0.83	-0.16
12. Faculty are fair and unbiased in their treatment of individual students.	6.08	5.41 / 1.47	0.67	6.46	5.77 / 1.44	0.69	-0.36 ***
25. Faculty provide timely feedback about my academic progress.	6.05	5.02 / 1.48	1.03	6.45	5.58 / 1.46	0.87	-0.56 ***
31. Faculty use a variety of technology and media in the classroom.	5.04	5.38 / 1.16	-0.34	6.05	5.83 / 1.28	0.22	-0.45 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	5.97	5.64 / 1.29	0.33	6.42	5.95 / 1.30	0.47	-0.31 ***
38. Most classes deal with practical experiences and applications.	5.82	5.16 / 1.31	0.66	6.35	5.76 / 1.30	0.59	-0.60 ***
40. There are sufficient courses within my program of study available each term.	6.39	5.16 / 1.68	1.23	6.52	5.63 / 1.50	0.89	-0.47 ***

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

National Group Means are based on 68260 records.

### Institutional Summary

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

Scale/Item	College of the Siskiyous - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.10	5.35 / 1.00	0.75	6.47	5.76 / 1.06	0.71	-0.41 ***
2. Classes are scheduled at times that are convenient for me.	6.32	5.43 / 1.38	0.89	6.54	5.67 / 1.40	0.87	-0.24 **
9. I am able to register for the classes I need with few conflicts.	6.32	5.33 / 1.49	0.99	6.55	5.72 / 1.44	0.83	-0.39 ***
19. Registration processes and procedures are convenient.	6.01	5.39 / 1.36	0.62	6.45	5.83 / 1.37	0.62	-0.44 ***
29. There are convenient ways of paying my school bill.	5.98	5.50 / 1.43	0.48	6.38	5.87 / 1.37	0.51	-0.37 ***
32. I am able to take care of college-related business at times that are convenient for me.	5.86	5.10 / 1.46	0.76	6.40	5.73 / 1.38	0.67	-0.63 ***

\* 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 68260 records.



### Institutional Summary

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

Scale/Item	College of the Siskiyous - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	5.52	5.06 / 1.15	0.46	6.28	5.55 / 1.18	0.73	-0.49 ***
4. Security staff respond quickly to calls for assistance.	5.40	4.33 / 1.60	1.07	6.11	5.52 / 1.43	0.59	-1.19 ***
10. Parking lots are well-lighted and secure.	5.11	5.03 / 1.40	0.08	6.14	5.62 / 1.49	0.52	-0.59 ***
13. The campus is safe and secure for all students.	6.16	5.44 / 1.38	0.72	6.54	6.04 / 1.19	0.50	-0.60 ***
21. The amount of student parking space on campus is adequate.	5.39	5.33 / 1.51	0.06	6.31	5.00 / 1.91	1.31	0.33 **

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

National Group Means are based on 68260 records.

### Institutional Summary

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

Scale/Item	College of the Siskiyous - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	5.91	5.19 / 1.12	0.72	6.36	5.69 / 1.18	0.67	-0.50 ***
1. The campus staff are caring and helpful.	6.21	5.61 / 1.26	0.60	6.41	5.84 / 1.27	0.57	-0.23 **
20. Students are made to feel welcome here.	6.04	5.64 / 1.41	0.40	6.44	6.00 / 1.28	0.44	-0.36 ***
33. Administrators are available to hear students' concerns.	5.72	4.68 / 1.61	1.04	6.29	5.50 / 1.55	0.79	-0.82 ***
37. I seldom get the "run-around" when seeking information on this campus.	5.64	4.74 / 1.63	0.90	6.29	5.36 / 1.66	0.93	-0.62 ***

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

National Group Means are based on 68260 records.

## Institutional Summary

### Items: In Sequential Order

Item	College of the Siskiyous - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.21	5.61 / 1.26	0.60	6.41	5.84 / 1.27	0.57	-0.23 **
2. Classes are scheduled at times that are convenient for me.	6.32	5.43 / 1.38	0.89	6.54	5.67 / 1.40	0.87	-0.24 **
3. My academic advisor is available when I need help.	5.91	5.40 / 1.27	0.51	6.25	5.57 / 1.56	0.68	-0.17
4. Security staff respond quickly to calls for assistance.	5.40	4.33 / 1.60	1.07	6.11	5.52 / 1.43	0.59	-1.19 ***
5. Financial aid awards are announced in time to be helpful in college planning.	5.93	4.67 / 1.61	1.26	6.29	5.40 / 1.63	0.89	-0.73 ***
6. Library resources and services are adequate.	5.49	5.36 / 1.22	0.13	6.14	5.92 / 1.25	0.22	-0.56 ***
7. Admissions staff provide personalized attention prior to enrollment.	5.44	4.85 / 1.39	0.59	6.14	5.52 / 1.50	0.62	-0.67 ***
8. The quality of instruction I receive in most of my classes is excellent.	6.52	5.64 / 1.25	0.88	6.63	5.80 / 1.33	0.83	-0.16
9. I am able to register for the classes I need with few conflicts.	6.32	5.33 / 1.49	0.99	6.55	5.72 / 1.44	0.83	-0.39 ***
10. Parking lots are well-lighted and secure.	5.11	5.03 / 1.40	0.08	6.14	5.62 / 1.49	0.52	-0.59 ***
11. Counseling services are available if I need them.	5.70	5.40 / 1.24	0.30	5.96	5.62 / 1.42	0.34	-0.22 *
12. Faculty are fair and unbiased in their treatment of individual students.	6.08	5.41 / 1.47	0.67	6.46	5.77 / 1.44	0.69	-0.36 ***
13. The campus is safe and secure for all students.	6.16	5.44 / 1.38	0.72	6.54	6.04 / 1.19	0.50	-0.60 ***
14. My academic advisor is knowledgeable about my program requirements.	6.25	5.46 / 1.39	0.79	6.51	5.76 / 1.53	0.75	-0.30 **
15. Financial aid counseling is available if I need it.	5.83	4.95 / 1.53	0.88	6.28	5.66 / 1.49	0.62	-0.71 ***

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

National Group Means are based on 68260 records.

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

Item	College of the Siskiyous - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. My advisor helps me apply my program of study to career goals.	5.96	5.02 / 1.47	0.94	6.35	5.54 / 1.63	0.81	-0.52 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.43	4.92 / 1.38	0.51	6.14	5.45 / 1.51	0.69	-0.53 ***
18. Computer labs are adequate and accessible.	5.73	5.45 / 1.35	0.28	6.35	5.99 / 1.30	0.36	-0.54 ***
19. Registration processes and procedures are convenient.	6.01	5.39 / 1.36	0.62	6.45	5.83 / 1.37	0.62	-0.44 ***
20. Students are made to feel welcome here.	6.04	5.64 / 1.41	0.40	6.44	6.00 / 1.28	0.44	-0.36 ***
21. The amount of student parking space on campus is adequate.	5.39	5.33 / 1.51	0.06	6.31	5.00 / 1.91	1.31	0.33 **
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.24	5.41 / 1.42	0.83	6.33	5.46 / 1.60	0.87	-0.05
23. This institution helps me identify resources to finance my education.	5.85	4.74 / 1.48	1.11	6.33	5.40 / 1.62	0.93	-0.66 ***
24. The equipment in the lab facilities is kept up to date.	5.62	5.05 / 1.35	0.57	6.35	5.74 / 1.39	0.61	-0.69 ***
25. Faculty provide timely feedback about my academic progress.	6.05	5.02 / 1.48	1.03	6.45	5.58 / 1.46	0.87	-0.56 ***
26. There are adequate services to help me decide upon a career.	5.88	4.86 / 1.50	1.02	6.28	5.54 / 1.46	0.74	-0.68 ***
27. Tutoring services are readily available.	5.51	5.20 / 1.34	0.31	6.19	5.82 / 1.39	0.37	-0.62 ***
28. This campus provides online access to services I need.	5.93	5.63 / 1.28	0.30	6.42	6.02 / 1.23	0.40	-0.39 ***
29. There are convenient ways of paying my school bill.	5.98	5.50 / 1.43	0.48	6.38	5.87 / 1.37	0.51	-0.37 ***
30. The assessment and course placement procedures are reasonable.	5.66	4.94 / 1.40	0.72	6.26	5.70 / 1.35	0.56	-0.76 ***

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

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National Group Means are based on 68260 records.

### Institutional Summary

Items: In Sequential Order

Item	College of the Siskiyous - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Faculty use a variety of technology and media in the classroom.	5.04	5.38 / 1.16	-0.34	6.05	5.83 / 1.28	0.22	-0.45 ***
32. I am able to take care of college-related business at times that are convenient for me.	5.86	5.10 / 1.46	0.76	6.40	5.73 / 1.38	0.67	-0.63 ***
33. Administrators are available to hear students' concerns.	5.72	4.68 / 1.61	1.04	6.29	5.50 / 1.55	0.79	-0.82 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	5.97	5.64 / 1.29	0.33	6.42	5.95 / 1.30	0.47	-0.31 ***
35. I receive ongoing feedback about progress toward my academic goals.	5.72	4.48 / 1.55	1.24	6.31	5.32 / 1.62	0.99	-0.84 ***
36. Tuition paid is a worthwhile investment.	6.12	5.13 / 1.46	0.99	6.54	5.82 / 1.41	0.72	-0.69 ***
37. I seldom get the "run-around" when seeking information on this campus.	5.64	4.74 / 1.63	0.90	6.29	5.36 / 1.66	0.93	-0.62 ***
38. Most classes deal with practical experiences and applications.	5.82	5.16 / 1.31	0.66	6.35	5.76 / 1.30	0.59	-0.60 ***
39. On the whole, the campus is well-maintained.	5.84	5.68 / 1.27	0.16	6.36	6.08 / 1.20	0.28	-0.40 ***
40. There are sufficient courses within my program of study available each term.	6.39	5.16 / 1.68	1.23	6.52	5.63 / 1.50	0.89	-0.47 ***
41. Campus item 1	5.34	3.41 / 1.83	1.93				
42. Campus item 2	5.99	5.44 / 1.44	0.55				
43. Campus item 3	5.20	4.52 / 1.66	0.68				
44. Campus item 4	5.89	5.16 / 1.55	0.73				
45. Campus item 5	5.94	5.15 / 1.45	0.79				

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

Item	College of the Siskiyous - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. Campus item 6	5.86	4.63 / 1.59	1.23				
47. Campus item 7	5.88	5.33 / 1.25	0.55				
48. Campus item 8	5.91	5.49 / 1.24	0.42				
49. Campus item 9	5.49	5.12 / 1.17	0.37				
50. Campus item 10	5.73	5.17 / 1.26	0.56				
51. Cost as factor in decision to enroll.	6.19			6.51			
52. Financial assistance as factor in decision to enroll.	5.82			6.27			
53. Academic reputation as factor in decision to enroll.	5.47			6.12			
54. Future career opportunities as factor in decision to enroll.	5.93			6.43			
55. Personal recommendations as factor in decision to enroll.	5.12			5.91			
56. Distance from campus as factor in decision to enroll.	5.19			6.15			
57. Information on the campus Web site as factor in decision to enroll.	4.91			5.86			
58. Campus visits as factor in decision to enroll.	4.53			5.43			

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## Institutional Summary

### Summary Items

Summary Item	College of the Siskiyous - SSI	National Community Colleges Form B	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.47 2% 2% 6% 43% 28% 9% 6%	Average: 4.93 1% 1% 6% 33% 26% 13% 17%	-0.46
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.24 1% 2% 5% 14% 19% 45% 9%	Average: 5.59 1% 2% 5% 10% 14% 42% 23%	-0.35
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.25 3% 6% 4% 12% 13% 37% 21%	Average: 5.82 2% 3% 3% 7% 9% 30% 42%	-0.57