

Demographics

Gender	N	%	Current Class Load	N	%
Female	68	33.83%	Full-time	178	88.12%
Male	133	66.17%	Part-time	24	11.88%
Total	201	100.00%	Total	202	100.00%
No Response	3		No Response	2	

Age	N	%	Class Level	N	%
18 and under	22	11.00%	1 year or less	107	52.71%
19 to 24	143	71.50%	2 years	67	33.00%
25 to 34	18	9.00%	3 years	20	9.85%
35 to 44	10	5.00%	4 or more years	9	4.43%
45 and over	7	3.50%	Total	203	100.00%
Total	200	100.00%	No Response	1	
No Response	4				

Ethnicity/Race	N	%	Current GPA	N	%
Alaskan Native	0	0.00%	No credits earned	3	1.49%
American Indian	6	3.03%	1.99 or below	3	1.49%
Asian	9	4.55%	2.0 - 2.49	18	8.91%
Black/African-American	16	8.08%	2.5 - 2.99	39	19.31%
Hispanic or Latino (and Puerto Rican)	23	11.62%	3.0 - 3.49	67	33.17%
Native Hawaiian or Pacific Islander	3	1.52%	3.5 or above	72	35.64%
White/Caucasian	123	62.12%	Total	202	100.00%
Multi-racial	8	4.04%	No Response	2	
Other race	10	5.05%			
Total	198	100.00%			
No Response	6				

Current Enrollment Status	N	%	Educational Goal	N	%
Day	191	95.02%	Associate degree	71	35.68%
Evening	9	4.48%	Vocational/technical program	6	3.02%
Weekend	1	0.50%	Transfer to another institution	93	46.73%
Total	201	100.00%	Certification (initial/renewal)	8	4.02%
No Response	3		Self-improvement/pleasure	5	2.51%
			Job-related training	13	6.53%
			Other educational goal	3	1.51%
			Total	199	100.00%
			No Response	5	

Demographics

Employment			Organization Memberships		
	N	%		N	%
Full-time off campus	33	16.50%	No organization memberships	109	54.50%
Part-time off campus	47	23.50%	One or two organization memberships	85	42.50%
Full-time on campus	8	4.00%	Three or four organization memberships	4	2.00%
Part-time on campus	24	12.00%	Five or more organization memberships	2	1.00%
Not employed	88	44.00%	Total	200	100.00%
Total	200	100.00%	No Response	4	
No Response	4				
Current Residence			Tuition Source		
	N	%		N	%
Residence hall	45	22.28%	Scholarships	22	11.11%
Own house	22	10.89%	Financial aid	97	48.99%
Rent room or apt off campus	71	35.15%	Family contributions	33	16.67%
Parent's home	53	26.24%	Self support	35	17.68%
Other residence	11	5.45%	Other tuition source	11	5.56%
Total	202	100.00%	Total	198	100.00%
No Response	2		No Response	6	
Residence Classification			Institution Question		
	N	%		N	%
In-state	148	73.27%	Campus item - Answer 1	63	32.47%
Out-of-state	53	26.24%	Campus item - Answer 2	1	0.52%
International (not U.S. citizen)	1	0.50%	Campus item - Answer 3	2	1.03%
Total	202	100.00%	Campus item - Answer 4	47	24.23%
No Response	2		Campus item - Answer 5	12	6.19%
			Campus item - Answer 6	69	35.57%
			Total	194	100.00%
			No Response	10	
Institution Was My			Institution Question 2		
	N	%		N	%
1st choice	117	58.79%	Campus item 2 - Answer 1	0	0%
2nd choice	47	23.62%	Campus item 2 - Answer 2	0	0%
3rd choice or lower	35	17.59%	Campus item 2 - Answer 3	0	0%
Total	199	100.00%	Campus item 2 - Answer 4	0	0%
No Response	5		Campus item 2 - Answer 5	0	0%
			Campus item 2 - Answer 6	0	0%
			Total	0	100.00%
			No Response	204	
Plan to Transfer					
	N	%			
Yes I plan to transfer	169	83.66%			
No I do not plan to transfer	33	16.34%			
Total	202	100.00%			
No Response	2				

Demographics

Group Code	N	%
0001	7	3.52%
0002	24	12.06%
0003	12	6.03%
0004	14	7.04%
0005	13	6.53%
0006	19	9.55%
0007	11	5.53%
0008	6	3.02%
0009	28	14.07%
1001	7	3.52%
1002	6	3.02%
1003	14	7.04%
1004	10	5.03%
1005	5	2.51%
1006	6	3.02%
1007	12	6.03%
1009	5	2.51%
Total	199	100.00%
No Response	5	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 14. My academic advisor is knowledgeable about my program requirements.
- 1. The campus staff are caring and helpful.
- 42. Campus item 2
- 13. The campus is safe and secure for all students.
- 29. There are convenient ways of paying my school bill.
- 19. Registration processes and procedures are convenient.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 20. Students are made to feel welcome here.
- 11. Counseling services are available if I need them.
- 48. Campus item 8

Challenges

- 8. The quality of instruction I receive in most of my classes is excellent.
- 9. I am able to register for the classes I need with few conflicts.
- 2. Classes are scheduled at times that are convenient for me.
- 40. There are sufficient courses within my program of study available each term.
- 32. I am able to take care of college-related business at times that are convenient for me.
- 45. Campus item 5
- 25. Faculty provide timely feedback about my academic progress.
- 5. Financial aid awards are announced in time to be helpful in college planning.
- 23. This institution helps me identify resources to finance my education.
- 24. The equipment in the lab facilities is kept up to date.

Strategic Planning Overview Benchmarks

Lower Satisfaction vs. National Community Colleges Form B

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

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	6.23	5.29 / 1.04	0.94	6.46	5.78 / 1.07	0.68	-0.49 ***
Academic Advising Effectiveness	6.07	5.12 / 1.15	0.95	6.35	5.57 / 1.32	0.78	-0.45 ***
Instructional Effectiveness	6.07	5.16 / 1.01	0.91	6.40	5.78 / 1.05	0.62	-0.62 ***
Campus Climate	6.01	5.29 / 1.00	0.72	6.41	5.84 / 1.04	0.57	-0.55 ***
Campus Services	5.98	5.22 / 0.94	0.76	6.27	5.84 / 1.00	0.43	-0.62 ***
Student Centeredness	5.95	5.17 / 1.13	0.78	6.36	5.72 / 1.17	0.64	-0.55 ***
Admissions and Financial Aid Effectiveness	5.88	5.00 / 1.10	0.88	6.25	5.52 / 1.27	0.73	-0.52 ***
Safety and Security	5.70	5.02 / 1.07	0.68	6.30	5.59 / 1.18	0.71	-0.57 ***

* 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 65435 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.	6.50	5.23 / 1.41	1.27	6.61	5.80 / 1.32	0.81	-0.57 ***
9. I am able to register for the classes I need with few conflicts.	6.42	5.30 / 1.44	1.12	6.54	5.73 / 1.44	0.81	-0.43 ***
2. Classes are scheduled at times that are convenient for me.	6.30	5.18 / 1.47	1.12	6.52	5.70 / 1.39	0.82	-0.52 ***
40. There are sufficient courses within my program of study available each term.	6.30	4.74 / 1.70	1.56	6.51	5.68 / 1.49	0.83	-0.94 ***
14. My academic advisor is knowledgeable about my program requirements.	6.27	5.41 / 1.44	0.86	6.51	5.78 / 1.52	0.73	-0.37 ***
36. Tuition paid is a worthwhile investment.	6.24	5.24 / 1.55	1.00	6.51	5.81 / 1.43	0.70	-0.57 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.22	5.31 / 1.50	0.91	6.45	5.79 / 1.43	0.66	-0.48 ***
51. Cost as factor in decision to enroll.	6.21			6.51			
1. The campus staff are caring and helpful.	6.19	5.62 / 1.21	0.57	6.42	5.87 / 1.26	0.55	-0.25 **
42. Campus item 2	6.19	5.66 / 1.35	0.53				
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.18	5.38 / 1.43	0.80	6.34	5.52 / 1.58	0.82	-0.14
32. I am able to take care of college-related business at times that are convenient for me.	6.18	5.11 / 1.58	1.07	6.40	5.76 / 1.37	0.64	-0.65 ***
45. Campus item 5	6.18	5.05 / 1.49	1.13				
13. The campus is safe and secure for all students.	6.17	5.47 / 1.36	0.70	6.56	6.08 / 1.19	0.48	-0.61 ***
25. Faculty provide timely feedback about my academic progress.	6.16	4.95 / 1.50	1.21	6.44	5.61 / 1.46	0.83	-0.66 ***

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National Group Means are based on 65435 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	
28. This campus provides online access to services I need.	6.14	5.30 / 1.51	0.84	6.43	6.03 / 1.23	0.40	-0.73 ***
29. There are convenient ways of paying my school bill.	6.14	5.43 / 1.42	0.71	6.40	5.87 / 1.39	0.53	-0.44 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.13	4.90 / 1.56	1.23	6.30	5.42 / 1.63	0.88	-0.52 ***
23. This institution helps me identify resources to finance my education.	6.11	4.98 / 1.51	1.13	6.34	5.45 / 1.60	0.89	-0.47 ***
19. Registration processes and procedures are convenient.	6.10	5.47 / 1.38	0.63	6.45	5.85 / 1.36	0.60	-0.38 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.10	5.60 / 1.32	0.50	6.42	5.96 / 1.30	0.46	-0.36 ***
20. Students are made to feel welcome here.	6.08	5.54 / 1.46	0.54	6.46	6.04 / 1.27	0.42	-0.50 ***
24. The equipment in the lab facilities is kept up to date.	6.06	4.91 / 1.50	1.15	6.34	5.78 / 1.37	0.56	-0.87 ***
44. Campus item 4	6.05	5.20 / 1.51	0.85				
11. Counseling services are available if I need them.	6.04	5.52 / 1.26	0.52	6.01	5.67 / 1.41	0.34	-0.15
16. My advisor helps me apply my program of study to career goals.	6.04	5.17 / 1.43	0.87	6.36	5.59 / 1.62	0.77	-0.42 ***
48. Campus item 8	6.03	5.64 / 1.30	0.39				
3. My academic advisor is available when I need help.	6.02	5.40 / 1.37	0.62	6.26	5.61 / 1.54	0.65	-0.21
6. Library resources and services are adequate.	5.97	5.54 / 1.26	0.43	6.18	5.96 / 1.24	0.22	-0.42 ***
47. Campus item 7	5.95	5.32 / 1.41	0.63				
27. Tutoring services are readily available.	5.94	5.36 / 1.39	0.58	6.23	5.86 / 1.38	0.37	-0.50 ***

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National Group Means are based on 65435 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	
15. Financial aid counseling is available if I need it.	5.92	5.16 / 1.48	0.76	6.29	5.69 / 1.48	0.60	-0.53 ***
26. There are adequate services to help me decide upon a career.	5.92	4.86 / 1.37	1.06	6.30	5.59 / 1.45	0.71	-0.73 ***
30. The assessment and course placement procedures are reasonable.	5.92	5.13 / 1.38	0.79	6.28	5.74 / 1.35	0.54	-0.61 ***
39. On the whole, the campus is well-maintained.	5.91	5.62 / 1.34	0.29	6.37	6.11 / 1.19	0.26	-0.49 ***
50. Campus item 10	5.88	5.32 / 1.39	0.56				
52. Financial assistance as factor in decision to enroll.	5.87			6.29			
18. Computer labs are adequate and accessible.	5.86	5.11 / 1.69	0.75	6.36	6.04 / 1.27	0.32	-0.93 ***
38. Most classes deal with practical experiences and applications.	5.86	5.00 / 1.38	0.86	6.33	5.75 / 1.31	0.58	-0.75 ***
35. I receive ongoing feedback about progress toward my academic goals.	5.83	4.28 / 1.55	1.55	6.30	5.37 / 1.61	0.93	-1.09 ***
54. Future career opportunities as factor in decision to enroll.	5.81			6.43			
41. Campus item 1	5.80	4.37 / 1.86	1.43				
33. Administrators are available to hear students' concerns.	5.78	4.79 / 1.59	0.99	6.30	5.55 / 1.54	0.75	-0.76 ***
46. Campus item 6	5.75	4.62 / 1.57	1.13				
37. I seldom get the "run-around" when seeking information on this campus.	5.72	4.68 / 1.55	1.04	6.25	5.38 / 1.65	0.87	-0.70 ***
49. Campus item 9	5.72	5.30 / 1.22	0.42				
21. The amount of student parking space on campus is adequate.	5.71	5.13 / 1.55	0.58	6.30	5.05 / 1.92	1.25	0.08

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National Group Means are based on 65435 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.	5.66	5.16 / 1.32	0.50	6.15	5.56 / 1.48	0.59	-0.40 ***
56. Distance from campus as factor in decision to enroll.	5.62			6.13			
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.56	4.81 / 1.32	0.75	6.15	5.50 / 1.49	0.65	-0.69 ***
4. Security staff respond quickly to calls for assistance.	5.51	4.59 / 1.50	0.92	6.16	5.58 / 1.43	0.58	-0.99 ***
10. Parking lots are well-lighted and secure.	5.39	4.79 / 1.53	0.60	6.16	5.64 / 1.50	0.52	-0.85 ***
43. Campus item 3	5.36	4.60 / 1.65	0.76				
31. Faculty use a variety of technology and media in the classroom.	5.34	5.28 / 1.41	0.06	6.05	5.84 / 1.28	0.21	-0.56 ***
53. Academic reputation as factor in decision to enroll.	5.34			6.14			
55. Personal recommendations as factor in decision to enroll.	5.16			5.94			
57. Information on the campus Web site as factor in decision to enroll.	4.93			5.91			
58. Campus visits as factor in decision to enroll.	4.65			5.47			

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

National Group Means are based on 65435 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	
ACADEMIC ADVISING EFFECTIVENESS	6.07	5.12 / 1.15	0.95	6.35	5.57 / 1.32	0.78	-0.45 ***
3. My academic advisor is available when I need help.	6.02	5.40 / 1.37	0.62	6.26	5.61 / 1.54	0.65	-0.21
14. My academic advisor is knowledgeable about my program requirements.	6.27	5.41 / 1.44	0.86	6.51	5.78 / 1.52	0.73	-0.37 ***
16. My advisor helps me apply my program of study to career goals.	6.04	5.17 / 1.43	0.87	6.36	5.59 / 1.62	0.77	-0.42 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.18	5.38 / 1.43	0.80	6.34	5.52 / 1.58	0.82	-0.14
35. I receive ongoing feedback about progress toward my academic goals.	5.83	4.28 / 1.55	1.55	6.30	5.37 / 1.61	0.93	-1.09 ***

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

National Group Means are based on 65435 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	
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	5.88	5.00 / 1.10	0.88	6.25	5.52 / 1.27	0.73	-0.52 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.13	4.90 / 1.56	1.23	6.30	5.42 / 1.63	0.88	-0.52 ***
7. Admissions staff provide personalized attention prior to enrollment.	5.66	5.16 / 1.32	0.50	6.15	5.56 / 1.48	0.59	-0.40 ***
15. Financial aid counseling is available if I need it.	5.92	5.16 / 1.48	0.76	6.29	5.69 / 1.48	0.60	-0.53 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.56	4.81 / 1.32	0.75	6.15	5.50 / 1.49	0.65	-0.69 ***
23. This institution helps me identify resources to finance my education.	6.11	4.98 / 1.51	1.13	6.34	5.45 / 1.60	0.89	-0.47 ***

* 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 65435 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	
CAMPUS CLIMATE	6.01	5.29 / 1.00	0.72	6.41	5.84 / 1.04	0.57	-0.55 ***
1. The campus staff are caring and helpful.	6.19	5.62 / 1.21	0.57	6.42	5.87 / 1.26	0.55	-0.25 **
13. The campus is safe and secure for all students.	6.17	5.47 / 1.36	0.70	6.56	6.08 / 1.19	0.48	-0.61 ***
20. Students are made to feel welcome here.	6.08	5.54 / 1.46	0.54	6.46	6.04 / 1.27	0.42	-0.50 ***
33. Administrators are available to hear students' concerns.	5.78	4.79 / 1.59	0.99	6.30	5.55 / 1.54	0.75	-0.76 ***
36. Tuition paid is a worthwhile investment.	6.24	5.24 / 1.55	1.00	6.51	5.81 / 1.43	0.70	-0.57 ***
37. I seldom get the "run-around" when seeking information on this campus.	5.72	4.68 / 1.55	1.04	6.25	5.38 / 1.65	0.87	-0.70 ***
39. On the whole, the campus is well-maintained.	5.91	5.62 / 1.34	0.29	6.37	6.11 / 1.19	0.26	-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 65435 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	
CAMPUS SERVICES	5.98	5.22 / 0.94	0.76	6.27	5.84 / 1.00	0.43	-0.62 ***
6. Library resources and services are adequate.	5.97	5.54 / 1.26	0.43	6.18	5.96 / 1.24	0.22	-0.42 ***
11. Counseling services are available if I need them.	6.04	5.52 / 1.26	0.52	6.01	5.67 / 1.41	0.34	-0.15
18. Computer labs are adequate and accessible.	5.86	5.11 / 1.69	0.75	6.36	6.04 / 1.27	0.32	-0.93 ***
24. The equipment in the lab facilities is kept up to date.	6.06	4.91 / 1.50	1.15	6.34	5.78 / 1.37	0.56	-0.87 ***
26. There are adequate services to help me decide upon a career.	5.92	4.86 / 1.37	1.06	6.30	5.59 / 1.45	0.71	-0.73 ***
27. Tutoring services are readily available.	5.94	5.36 / 1.39	0.58	6.23	5.86 / 1.38	0.37	-0.50 ***
28. This campus provides online access to services I need.	6.14	5.30 / 1.51	0.84	6.43	6.03 / 1.23	0.40	-0.73 ***
30. The assessment and course placement procedures are reasonable.	5.92	5.13 / 1.38	0.79	6.28	5.74 / 1.35	0.54	-0.61 ***

* 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 65435 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	
INSTRUCTIONAL EFFECTIVENESS	6.07	5.16 / 1.01	0.91	6.40	5.78 / 1.05	0.62	-0.62 ***
8. The quality of instruction I receive in most of my classes is excellent.	6.50	5.23 / 1.41	1.27	6.61	5.80 / 1.32	0.81	-0.57 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.22	5.31 / 1.50	0.91	6.45	5.79 / 1.43	0.66	-0.48 ***
25. Faculty provide timely feedback about my academic progress.	6.16	4.95 / 1.50	1.21	6.44	5.61 / 1.46	0.83	-0.66 ***
31. Faculty use a variety of technology and media in the classroom.	5.34	5.28 / 1.41	0.06	6.05	5.84 / 1.28	0.21	-0.56 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.10	5.60 / 1.32	0.50	6.42	5.96 / 1.30	0.46	-0.36 ***
38. Most classes deal with practical experiences and applications.	5.86	5.00 / 1.38	0.86	6.33	5.75 / 1.31	0.58	-0.75 ***
40. There are sufficient courses within my program of study available each term.	6.30	4.74 / 1.70	1.56	6.51	5.68 / 1.49	0.83	-0.94 ***

* 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 65435 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	
REGISTRATION EFFECTIVENESS	6.23	5.29 / 1.04	0.94	6.46	5.78 / 1.07	0.68	-0.49 ***
2. Classes are scheduled at times that are convenient for me.	6.30	5.18 / 1.47	1.12	6.52	5.70 / 1.39	0.82	-0.52 ***
9. I am able to register for the classes I need with few conflicts.	6.42	5.30 / 1.44	1.12	6.54	5.73 / 1.44	0.81	-0.43 ***
19. Registration processes and procedures are convenient.	6.10	5.47 / 1.38	0.63	6.45	5.85 / 1.36	0.60	-0.38 ***
29. There are convenient ways of paying my school bill.	6.14	5.43 / 1.42	0.71	6.40	5.87 / 1.39	0.53	-0.44 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.18	5.11 / 1.58	1.07	6.40	5.76 / 1.37	0.64	-0.65 ***

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National Group Means are based on 65435 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	
SAFETY AND SECURITY	5.70	5.02 / 1.07	0.68	6.30	5.59 / 1.18	0.71	-0.57 ***
4. Security staff respond quickly to calls for assistance.	5.51	4.59 / 1.50	0.92	6.16	5.58 / 1.43	0.58	-0.99 ***
10. Parking lots are well-lighted and secure.	5.39	4.79 / 1.53	0.60	6.16	5.64 / 1.50	0.52	-0.85 ***
13. The campus is safe and secure for all students.	6.17	5.47 / 1.36	0.70	6.56	6.08 / 1.19	0.48	-0.61 ***
21. The amount of student parking space on campus is adequate.	5.71	5.13 / 1.55	0.58	6.30	5.05 / 1.92	1.25	0.08

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National Group Means are based on 65435 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	
STUDENT CENTEREDNESS	5.95	5.17 / 1.13	0.78	6.36	5.72 / 1.17	0.64	-0.55 ***
1. The campus staff are caring and helpful.	6.19	5.62 / 1.21	0.57	6.42	5.87 / 1.26	0.55	-0.25 **
20. Students are made to feel welcome here.	6.08	5.54 / 1.46	0.54	6.46	6.04 / 1.27	0.42	-0.50 ***
33. Administrators are available to hear students' concerns.	5.78	4.79 / 1.59	0.99	6.30	5.55 / 1.54	0.75	-0.76 ***
37. I seldom get the "run-around" when seeking information on this campus.	5.72	4.68 / 1.55	1.04	6.25	5.38 / 1.65	0.87	-0.70 ***

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National Group Means are based on 65435 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.	6.19	5.62 / 1.21	0.57	6.42	5.87 / 1.26	0.55	-0.25 **
2. Classes are scheduled at times that are convenient for me.	6.30	5.18 / 1.47	1.12	6.52	5.70 / 1.39	0.82	-0.52 ***
3. My academic advisor is available when I need help.	6.02	5.40 / 1.37	0.62	6.26	5.61 / 1.54	0.65	-0.21
4. Security staff respond quickly to calls for assistance.	5.51	4.59 / 1.50	0.92	6.16	5.58 / 1.43	0.58	-0.99 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.13	4.90 / 1.56	1.23	6.30	5.42 / 1.63	0.88	-0.52 ***
6. Library resources and services are adequate.	5.97	5.54 / 1.26	0.43	6.18	5.96 / 1.24	0.22	-0.42 ***
7. Admissions staff provide personalized attention prior to enrollment.	5.66	5.16 / 1.32	0.50	6.15	5.56 / 1.48	0.59	-0.40 ***
8. The quality of instruction I receive in most of my classes is excellent.	6.50	5.23 / 1.41	1.27	6.61	5.80 / 1.32	0.81	-0.57 ***
9. I am able to register for the classes I need with few conflicts.	6.42	5.30 / 1.44	1.12	6.54	5.73 / 1.44	0.81	-0.43 ***
10. Parking lots are well-lighted and secure.	5.39	4.79 / 1.53	0.60	6.16	5.64 / 1.50	0.52	-0.85 ***
11. Counseling services are available if I need them.	6.04	5.52 / 1.26	0.52	6.01	5.67 / 1.41	0.34	-0.15
12. Faculty are fair and unbiased in their treatment of individual students.	6.22	5.31 / 1.50	0.91	6.45	5.79 / 1.43	0.66	-0.48 ***
13. The campus is safe and secure for all students.	6.17	5.47 / 1.36	0.70	6.56	6.08 / 1.19	0.48	-0.61 ***
14. My academic advisor is knowledgeable about my program requirements.	6.27	5.41 / 1.44	0.86	6.51	5.78 / 1.52	0.73	-0.37 ***
15. Financial aid counseling is available if I need it.	5.92	5.16 / 1.48	0.76	6.29	5.69 / 1.48	0.60	-0.53 ***

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National Group Means are based on 65435 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.	6.04	5.17 / 1.43	0.87	6.36	5.59 / 1.62	0.77	-0.42 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.56	4.81 / 1.32	0.75	6.15	5.50 / 1.49	0.65	-0.69 ***
18. Computer labs are adequate and accessible.	5.86	5.11 / 1.69	0.75	6.36	6.04 / 1.27	0.32	-0.93 ***
19. Registration processes and procedures are convenient.	6.10	5.47 / 1.38	0.63	6.45	5.85 / 1.36	0.60	-0.38 ***
20. Students are made to feel welcome here.	6.08	5.54 / 1.46	0.54	6.46	6.04 / 1.27	0.42	-0.50 ***
21. The amount of student parking space on campus is adequate.	5.71	5.13 / 1.55	0.58	6.30	5.05 / 1.92	1.25	0.08
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.18	5.38 / 1.43	0.80	6.34	5.52 / 1.58	0.82	-0.14
23. This institution helps me identify resources to finance my education.	6.11	4.98 / 1.51	1.13	6.34	5.45 / 1.60	0.89	-0.47 ***
24. The equipment in the lab facilities is kept up to date.	6.06	4.91 / 1.50	1.15	6.34	5.78 / 1.37	0.56	-0.87 ***
25. Faculty provide timely feedback about my academic progress.	6.16	4.95 / 1.50	1.21	6.44	5.61 / 1.46	0.83	-0.66 ***
26. There are adequate services to help me decide upon a career.	5.92	4.86 / 1.37	1.06	6.30	5.59 / 1.45	0.71	-0.73 ***
27. Tutoring services are readily available.	5.94	5.36 / 1.39	0.58	6.23	5.86 / 1.38	0.37	-0.50 ***
28. This campus provides online access to services I need.	6.14	5.30 / 1.51	0.84	6.43	6.03 / 1.23	0.40	-0.73 ***
29. There are convenient ways of paying my school bill.	6.14	5.43 / 1.42	0.71	6.40	5.87 / 1.39	0.53	-0.44 ***
30. The assessment and course placement procedures are reasonable.	5.92	5.13 / 1.38	0.79	6.28	5.74 / 1.35	0.54	-0.61 ***

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National Group Means are based on 65435 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.	5.34	5.28 / 1.41	0.06	6.05	5.84 / 1.28	0.21	-0.56 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.18	5.11 / 1.58	1.07	6.40	5.76 / 1.37	0.64	-0.65 ***
33. Administrators are available to hear students' concerns.	5.78	4.79 / 1.59	0.99	6.30	5.55 / 1.54	0.75	-0.76 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.10	5.60 / 1.32	0.50	6.42	5.96 / 1.30	0.46	-0.36 ***
35. I receive ongoing feedback about progress toward my academic goals.	5.83	4.28 / 1.55	1.55	6.30	5.37 / 1.61	0.93	-1.09 ***
36. Tuition paid is a worthwhile investment.	6.24	5.24 / 1.55	1.00	6.51	5.81 / 1.43	0.70	-0.57 ***
37. I seldom get the "run-around" when seeking information on this campus.	5.72	4.68 / 1.55	1.04	6.25	5.38 / 1.65	0.87	-0.70 ***
38. Most classes deal with practical experiences and applications.	5.86	5.00 / 1.38	0.86	6.33	5.75 / 1.31	0.58	-0.75 ***
39. On the whole, the campus is well-maintained.	5.91	5.62 / 1.34	0.29	6.37	6.11 / 1.19	0.26	-0.49 ***
40. There are sufficient courses within my program of study available each term.	6.30	4.74 / 1.70	1.56	6.51	5.68 / 1.49	0.83	-0.94 ***
41. Campus item 1	5.80	4.37 / 1.86	1.43				
42. Campus item 2	6.19	5.66 / 1.35	0.53				
43. Campus item 3	5.36	4.60 / 1.65	0.76				
44. Campus item 4	6.05	5.20 / 1.51	0.85				
45. Campus item 5	6.18	5.05 / 1.49	1.13				

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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	5.75	4.62 / 1.57	1.13				
47. Campus item 7	5.95	5.32 / 1.41	0.63				
48. Campus item 8	6.03	5.64 / 1.30	0.39				
49. Campus item 9	5.72	5.30 / 1.22	0.42				
50. Campus item 10	5.88	5.32 / 1.39	0.56				
51. Cost as factor in decision to enroll.	6.21			6.51			
52. Financial assistance as factor in decision to enroll.	5.87			6.29			
53. Academic reputation as factor in decision to enroll.	5.34			6.14			
54. Future career opportunities as factor in decision to enroll.	5.81			6.43			
55. Personal recommendations as factor in decision to enroll.	5.16			5.94			
56. Distance from campus as factor in decision to enroll.	5.62			6.13			
57. Information on the campus Web site as factor in decision to enroll.	4.93			5.91			
58. Campus visits as factor in decision to enroll.	4.65			5.47			

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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: 4.26 3% 2% 13% 45% 20% 6% 6%	Average: 4.94 1% 1% 6% 33% 25% 14% 17%	-0.68
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: 5.00 0% 6% 10% 12% 22% 34% 11%	Average: 5.58 1% 2% 4% 11% 15% 41% 23%	-0.58
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: 4.75 9% 12% 4% 11% 13% 25% 22%	Average: 5.78 2% 4% 3% 7% 10% 31% 41%	-1.03