

April 2017 Demographics

Gender	N	%	Class Level	N	%
Female	319	71.52%	1 year or less	192	42.95%
Male	127	28.48%	2 years	166	37.14%
Total	446	100.00%	3 years	51	11.41%
No Response	5		4 or more years	38	8.50%
			Total	447	100.00%
			No Response	4	

Age	N	%	Current GPA	N	%
18 and under	68	15.18%	No credits earned	16	3.66%
19 to 24	218	48.66%	1.99 or below	7	1.60%
25 to 34	67	14.96%	2.0 - 2.49	28	6.41%
35 to 44	57	12.72%	2.5 - 2.99	84	19.22%
45 and over	38	8.48%	3.0 - 3.49	140	32.04%
Total	448	100.00%	3.5 or above	162	37.07%
No Response	3		Total	437	100.00%
			No Response	14	

Ethnicity/Race	N	%	Educational Goal	N	%
African-American	11	2.46%	Associate degree	248	55.36%
American Indian or Alaskan Native	0	0.00%	Vocational/technical program	10	2.23%
Asian or Pacific Islander	6	1.34%	Transfer to another institution	153	34.15%
Caucasian/White	359	80.13%	Certification (initial / renewal)	22	4.91%
Hispanic	45	10.04%	Self-improvement/pleasure	5	1.12%
Other race	5	1.12%	Job-related training	3	0.67%
Race - Prefer not to respond	22	4.91%	Other educational goal	7	1.56%
Total	448	100.00%	Total	448	100.00%
No Response	3		No Response	3	

Current Enrollment Status	N	%	Employment	N	%
Day	394	88.34%	Full-time off campus	89	19.96%
Evening	47	10.54%	Part-time off campus	228	51.12%
Weekend	5	1.12%	Full-time on campus	9	2.02%
Total	446	100.00%	Part-time on campus	25	5.61%
No Response	5		Not employed	95	21.30%
			Total	446	100.00%
			No Response	5	

Current Class Load	N	%
Full-time	305	68.08%
Part-time	143	31.92%
Total	448	100.00%
No Response	3	

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Current Residence	N	%	The majority of my classes (over 50%) are taken at:	N	%
Residence hall	0	0.00%	Oglesby main campus	411	92.57%
Own house	105	23.49%	Ottawa Center	10	2.25%
Rent room or apt off campus	60	13.42%	Online	17	3.83%
Parent's home	257	57.49%	Extension sites	0	0.00%
Other residence	25	5.59%	Equally split	6	1.35%
Total	447	100.00%	Campus item - Answer 6	0	0.00%
No Response	4		Total	444	100.00%
			No Response	7	

Residence Classification	N	%
In-state	446	99.78%
Out-of-state	0	0.00%
International (not U.S. citizen)	1	0.22%
Total	447	100.00%
No Response	4	

Disabilities	N	%
Yes - Disability	38	8.50%
No - Disability	409	91.50%
Total	447	100.00%
No Response	4	

Institution Was My	N	%
1st choice	338	76.30%
2nd choice	73	16.48%
3rd choice or lower	32	7.22%
Total	443	100.00%
No Response	8	

Institution Question 2	N	%
Campus item 2 - Answer 1	0	0%
Campus item 2 - Answer 2	0	0%
Campus item 2 - Answer 3	0	0%
Campus item 2 - Answer 4	0	0%
Campus item 2 - Answer 5	0	0%
Campus item 2 - Answer 6	0	0%
Total	0	100.00%
No Response	451	

Group Code	N	%
1010: Associate in Engineering Science	4	0.92%
1011: Associate in General Studies	16	3.70%
1012: Associate of Arts in Teaching - Early Childhood Education	1	0.23%
1013: IAI (Illinois Articulation Initiative: General Education Core Curric)	1	0.23%
1101: AA/AS - Agriculture	8	1.85%
1103: AA/AS - Art	13	3.00%
1104: AA/AS - Biology	16	3.70%
1105: AA/AS - Business	37	8.55%
1106: AA/AS - Chemistry	4	0.92%
1107: AA/AS - Clinical Laboratory	4	0.92%
1108: AA/AS - Communications Studies	9	2.08%
1109: AA/AS - Computer Science	9	2.08%
1110: AA/AS - Criminal Justice	12	2.77%
1111: AA/AS - Dietetic/Nutrition	1	0.23%
1112: AA/AS - Early Childhood Education	9	2.08%
1113: AA/AS - Elementary Education	11	2.54%
1114: AA/AS - Engineering	6	1.39%

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1115: AA/AS - English	9	2.08%	2215: AAS - Human Services	8	1.85%
1116: AA/AS - Environmental Studies	1	0.23%	2216: AAS - Manufacturing Technology	3	0.69%
1118: AA/AS - Foreign Language	1	0.23%	2217: AAS - Marketing	5	1.15%
1122: AA/AS - Graphic Design	6	1.39%	2218: AAS - Nursing	35	8.08%
1123: AA/AS - Health Studies	7	1.62%	2220: AAS - Therapeutic Massage	2	0.46%
1124: AA/AS - History	1	0.23%	2222: AAS - Welding Production Technology	1	0.23%
1125: AA/AS - Industrial/Engineering Technology	1	0.23%	3302: CERT - Advanced Accounting Certificate	1	0.23%
1126: AA/AS - Mathematics	3	0.69%	3307: CERT - Business Technology I /II	3	0.69%
1127: AA/AS - Music	5	1.15%	3310: CERT - Certified Nursing Assistant (C.N.A.)	1	0.23%
1128: AA/AS - Nursing (Transfer)	54	12.47%	3311: CERT - Certified Production Technician	3	0.69%
1129: AA/AS - Physical Education/Athletic Training/Exercise Science	6	1.39%	3314: CERT - Criminal Justice Certificate	1	0.23%
1130: AA/AS - Political Science	2	0.46%	3315: CERT - Dental Assisting	3	0.69%
1132: AA/AS - Pre-Chiropractic	2	0.46%	3319: CERT - Heating, Ventilation, & Air Conditioning	1	0.23%
1133: AA/AS - Pre-Dentistry	2	0.46%	3322: CERT - Industrial Maintenance Certificate	3	0.69%
1134: AA/AS - Pre-Law	1	0.23%	3324: CERT - Paramedic Certificate	3	0.69%
1135: AA/AS - Pre-Medicine	2	0.46%	3325: CERT - Paraprofessional Educator	1	0.23%
1137: AA/AS - Pre-Pharmacy	1	0.23%	3327: CERT - Practical Nursing	2	0.46%
1138: AA/AS - Pre-Physical Therapy	3	0.69%	3338: CERT - Welding (other)	1	0.23%
1139: AA/AS - Pre-Speech Pathology/ Audiology/Communication Disorders	1	0.23%	Total	433	100.00%
1140: AA/AS - Pre-Veterinary	1	0.23%	No Response	18	
1141: AA/AS - Psychology	13	3.00%			
1143: AA/AS - Secondary Education	2	0.46%			
1144: AA/AS - Social Work	4	0.92%			
1145: AA/AS - Sociology	1	0.23%			
1146: AA/AS - Special Education	1	0.23%			
1148: AA/AS - Other	17	3.93%			
1149: AA/AS - Undecided	14	3.23%			
2201: AAS - Accounting	10	2.31%			
2202: AAS - Automotive Technology	4	0.92%			
2203: AAS - Business Administration	2	0.46%			
2204: AAS - Business Technology	4	0.92%			
2205: AAS - Computer-Aided Engineering & Design	4	0.92%			
2206: AAS - Computer Network Administration	2	0.46%			
2207: AAS - Corrections/Parole Officer	1	0.23%			
2209: AAS - Criminal Justice	3	0.69%			
2210: AAS - Early Childhood Education	1	0.23%			
2212: AAS - Electronics & Electricians Technology	2	0.46%			
2213: AAS - Forensic Specialist	1	0.23%			

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Gender	N	%	Class Level	N	%
Female	382	74.61%	1 year or less	183	36.09%
Male	130	25.39%	2 years	200	39.45%
Total	512	100.00%	3 years	69	13.61%
No Response	10		4 or more years	55	10.85%
			Total	507	100.00%
			No Response	15	
Age	N	%	Current GPA	N	%
18 and under	57	11.15%	No credits earned	22	4.37%
19 to 24	233	45.60%	1.99 or below	9	1.79%
25 to 34	114	22.31%	2.0 - 2.49	28	5.57%
35 to 44	62	12.13%	2.5 - 2.99	107	21.27%
45 and over	45	8.81%	3.0 - 3.49	184	36.58%
Total	511	100.00%	3.5 or above	153	30.42%
No Response	11		Total	503	100.00%
			No Response	19	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	5	0.98%	Associate degree	279	54.71%
American Indian or Alaskan Native	2	0.39%	Vocational/technical program	11	2.16%
Asian or Pacific Islander	5	0.98%	Transfer to another institution	168	32.94%
Caucasian/White	417	81.93%	Certification (initial / renewal)	29	5.69%
Hispanic	53	10.41%	Self-improvement/pleasure	5	0.98%
Other race	8	1.57%	Job-related training	6	1.18%
Race - Prefer not to respond	19	3.73%	Other educational goal	12	2.35%
Total	509	100.00%	Total	510	100.00%
No Response	13		No Response	12	
Current Enrollment Status	N	%	Employment	N	%
Day	435	85.46%	Full-time off campus	99	19.57%
Evening	74	14.54%	Part-time off campus	252	49.80%
Weekend	0	0.00%	Full-time on campus	4	0.79%
Total	509	100.00%	Part-time on campus	3	0.59%
No Response	13		Not employed	148	29.25%
			Total	506	100.00%
Current Class Load	N	%	No Response	16	
Full-time	338	66.40%			
Part-time	171	33.60%			
Total	509	100.00%			
No Response	13				

April 2014 Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	1	0.20%	Campus item 2 - Answer 1	0	0%
Own house	146	28.74%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	71	13.98%	Campus item 2 - Answer 3	0	0%
Parent's home	254	50.00%	Campus item 2 - Answer 4	0	0%
Other residence	36	7.09%	Campus item 2 - Answer 5	0	0%
Total	508	100.00%	Campus item 2 - Answer 6	0	0%
No Response	14		Total	0	100.00%
			No Response	522	

Residence Classification			Group Code		
	N	%		N	%
In-state	498	99.80%	1010: Associate in Engineering Science	3	0.60%
Out-of-state	0	0.00%	1011: Associate in General Studies	15	3.01%
International (not U.S. citizen)	1	0.20%	1012: Associate of Arts in Teaching - Early Childhood Education	2	0.40%
Total	499	100.00%	1013: IAI (Illinois Articulation Initiative: General Education Core Curric)	3	0.60%
No Response	23		1101: AA/AS - Agriculture	1	0.20%
			1102: AA/AS - Architectural Studies	4	0.80%
			1103: AA/AS - Art	12	2.40%
			1104: AA/AS - Biology	9	1.80%
			1105: AA/AS - Business	39	7.82%
			1106: AA/AS - Chemistry	2	0.40%
			1107: AA/AS - Clinical Laboratory	2	0.40%
			1108: AA/AS - Communications Studies	7	1.40%
			1109: AA/AS - Computer Science	9	1.80%
			1110: AA/AS - Criminal Justice	14	2.81%
			1111: AA/AS - Dietetic/Nutrition	1	0.20%
			1112: AA/AS - Early Childhood Education	14	2.81%
			1113: AA/AS - Elementary Education	11	2.20%
			1114: AA/AS - Engineering	12	2.40%
			1115: AA/AS - English	6	1.20%
			1116: AA/AS - Environmental Studies	2	0.40%
			1117: AA/AS - Fashion Merchandising	1	0.20%
			1119: AA/AS - Forestry and Conservation	1	0.20%
			1120: AA/AS - Geography/Meteorologist	1	0.20%
			1122: AA/AS - Graphic Design	1	0.20%
			1123: AA/AS - Health Studies	10	2.00%
			1125: AA/AS - Industrial/Engineering Technology	1	0.20%
			1127: AA/AS - Music	1	0.20%
			1128: AA/AS - Nursing (Transfer)	61	12.22%

Disabilities		
	N	%
Yes - Disability	36	7.10%
No - Disability	471	92.90%
Total	507	100.00%
No Response	15	

Institution Was My		
	N	%
1st choice	417	81.76%
2nd choice	68	13.33%
3rd choice or lower	25	4.90%
Total	510	100.00%
No Response	12	

Institution Question		
	N	%
Campus item - Answer 1	443	86.69%
Campus item - Answer 2	27	5.28%
Campus item - Answer 3	24	4.70%
Campus item - Answer 4	2	0.39%
Campus item - Answer 5	15	2.94%
Campus item - Answer 6	0	0.00%
Total	511	100.00%
No Response	11	

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1129: AA/AS - Physical Education/Athletic Training/Exercise Science	4	0.80%	3326: CERT - Phlebotomy Certificate	4	0.80%
1135: AA/AS - Pre-Medicine	4	0.80%	3327: CERT - Practical Nursing	2	0.40%
1136: AA/AS - Pre-Optometry	1	0.20%	3328: CERT - Process Operation Technology	1	0.20%
1137: AA/AS - Pre-Pharmacy	4	0.80%	3331: CERT - Therapeutic Massage	1	0.20%
1138: AA/AS - Pre-Physical Therapy	6	1.20%	3337: CERT - Production Welding	1	0.20%
1139: AA/AS - Pre-Speech Pathology/Audiology/Communication Disorders	2	0.40%	3339: CERT - Basic/Advanced Renewable Wind Energy Technology	2	0.40%
1140: AA/AS - Pre-Veterinary	5	1.00%	Total	499	100.00%
1141: AA/AS - Psychology	13	2.61%	No Response	23	
1142: AA/AS - Recreation/Leisure Studies	2	0.40%			
1144: AA/AS - Social Work	14	2.81%			
1146: AA/AS - Special Education	3	0.60%			
1148: AA/AS - Other	13	2.61%			
1149: AA/AS - Undecided	12	2.40%			
2201: AAS - Accounting	10	2.00%			
2203: AAS - Business Administration	6	1.20%			
2204: AAS - Business Technology	3	0.60%			
2205: AAS - Computer-Aided Engineering & Design	1	0.20%			
2206: AAS - Computer Network Administration	8	1.60%			
2209: AAS - Criminal Justice	2	0.40%			
2210: AAS - Early Childhood Education	3	0.60%			
2212: AAS - Electronics & Electricians Technology	5	1.00%			
2213: AAS - Forensic Specialist	2	0.40%			
2214: AAS - Graphic Design Technology	1	0.20%			
2215: AAS - Human Services	7	1.40%			
2216: AAS - Manufacturing Technology	1	0.20%			
2217: AAS - Marketing	1	0.20%			
2218: AAS - Nursing	89	17.84%			
3301: CERT - Accounting	1	0.20%			
3307: CERT - Business Technology I/II	2	0.40%			
3311: CERT - Certified Production Technician	1	0.20%			
3313: CERT - Computer Networking Certificate	3	0.60%			
3315: CERT - Dental Assisting	7	1.40%			
3319: CERT - Heating, Ventilation, & Air Conditioning	1	0.20%			
3321: CERT - Industrial Electrician	1	0.20%			
3322: CERT - Industrial Maintenance Certificate	1	0.20%			
3324: CERT - Paramedic Certificate	4	0.80%			

Strategic Planning Overview

Strengths and Challenges

Strengths

- 58. Nearly all of the faculty are knowledgeable in their fields.
- 31. The campus is safe and secure for all students.
- 70. I am able to experience intellectual growth here.
- 79. Campus item: Classrooms and other instructional spaces support student learning.
- 69. There is a good variety of courses provided on this campus.
- 68. On the whole, the campus is well-maintained.
- 41. Admissions staff are knowledgeable.
- 50. Tutoring services are readily available.
- 45. This institution has a good reputation within the community.
- 34. Computer labs are adequate and accessible.
- 27. The campus staff are caring and helpful.
- 43. Class change (drop/add) policies are reasonable.
- 72. Campus item: My IVCC email account provides valuable college-related communication.
- 14. Library resources and services are adequate.

Challenges

- 77. Campus item: On-campus wireless internet access (Wi-Fi) is adequate.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 8. Classes are scheduled at times that are convenient for me.
- 23. Faculty are understanding of students' unique life circumstances.
- 46. Faculty provide timely feedback about student progress in a course.
- 52. This school does whatever it can to help me reach my educational goals.
- 7. Adequate financial aid is available for most students.

Strategic Planning Overview Trends

Higher Satisfaction vs. April 2014

- 79. Campus item: Classrooms and other instructional spaces support student learning.
- 32. My academic advisor is knowledgeable about my program requirements.
- 5. The personnel involved in registration are helpful.
- 77. Campus item: On-campus wireless internet access (Wi-Fi) is adequate.
- 66. Program requirements are clear and reasonable.
- 68. On the whole, the campus is well-maintained.
- 41. Admissions staff are knowledgeable.
- 50. Tutoring services are readily available.
- 48. Counseling staff care about students as individuals.
- 49. Admissions counselors respond to prospective students' unique needs and requests.
- 6. My academic advisor is approachable.
- 78. Campus item: On-campus cell phone coverage is adequate.
- 45. This institution has a good reputation within the community.
- 11. Security staff respond quickly in emergencies.
- 34. Computer labs are adequate and accessible.
- 46. Faculty provide timely feedback about student progress in a course.
- 55. Academic support services adequately meet the needs of students.
- 27. The campus staff are caring and helpful.

Lower Satisfaction vs. April 2014

- 72. Campus item: My IVCC email account provides valuable college-related communication.

Higher Importance vs. April 2014

- 50. Tutoring services are readily available.
- 49. Admissions counselors respond to prospective students' unique needs and requests.
- 6. My academic advisor is approachable.
- 45. This institution has a good reputation within the community.
- 43. Class change (drop/add) policies are reasonable.

Institutional Summary
Scales: In Order of Importance

Scale	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.51	5.80 / 0.99	0.71	6.47	5.70 / 1.03	0.77	0.10
Academic Advising/Counseling	6.50	5.78 / 1.21	0.72	6.44	5.54 / 1.39	0.90	0.24 **
Registration Effectiveness	6.50	5.99 / 0.83	0.51	6.41	5.91 / 0.90	0.50	0.08
Admissions and Financial Aid	6.48	5.86 / 1.07	0.62	6.36	5.69 / 1.20	0.67	0.17 *
Academic Services	6.47	6.15 / 0.83	0.32	6.37	5.92 / 0.97	0.45	0.23 ***
Concern for the Individual	6.45	5.72 / 1.11	0.73	6.41	5.55 / 1.25	0.86	0.17 *
Safety and Security	6.45	5.98 / 0.88	0.47	6.33	5.65 / 1.09	0.68	0.33 ***
Student Centeredness	6.39	5.81 / 1.02	0.58	6.32	5.71 / 1.09	0.61	0.10
Campus Climate	6.38	5.80 / 0.95	0.58	6.30	5.68 / 1.01	0.62	0.12
Service Excellence	6.36	5.85 / 0.89	0.51	6.28	5.70 / 0.98	0.58	0.15 *
Campus Support Services	6.16	5.59 / 1.22	0.57	5.88	5.32 / 1.24	0.56	0.27 ***
Responsiveness to Diverse Populations		6.04 / 1.06			5.87 / 1.19		0.17 *

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

Institutional Summary
Items: In Order of Importance

Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
80. Campus item: I know what classes to take to earn my degree or certificate.	6.68	6.03 / 1.38	0.65	6.71	5.91 / 1.38	0.80	0.12
58. Nearly all of the faculty are knowledgeable in their fields.	6.67	6.14 / 1.15	0.53	6.63	6.10 / 1.18	0.53	0.04
31. The campus is safe and secure for all students.	6.64	6.19 / 1.06	0.45	6.64	6.23 / 1.01	0.41	-0.04
70. I am able to experience intellectual growth here.	6.64	6.17 / 1.14	0.47	6.59	6.07 / 1.21	0.52	0.10
79. Campus item: Classrooms and other instructional spaces support student learning.	6.63	6.21 / 1.03	0.42	6.52	5.95 / 1.23	0.57	0.26 ***
32. My academic advisor is knowledgeable about my program requirements.	6.61	5.97 / 1.36	0.64	6.59	5.62 / 1.58	0.97	0.35 ***
71. Campus item: It is easy to find information using the IVCC website.	6.60	5.86 / 1.42	0.74	6.53	5.97 / 1.35	0.56	-0.11
5. The personnel involved in registration are helpful.	6.58	6.07 / 1.17	0.51	6.46	5.87 / 1.38	0.59	0.20 *
15. I am able to register for classes I need with few conflicts.	6.58	5.94 / 1.31	0.64	6.59	5.79 / 1.39	0.80	0.15
36. Students are made to feel welcome on this campus.	6.58	6.06 / 1.21	0.52	6.45	5.98 / 1.21	0.47	0.08
69. There is a good variety of courses provided on this campus.	6.58	6.10 / 1.17	0.48	6.55	6.03 / 1.16	0.52	0.07
74. Campus item: My placement tests placed me into the appropriate reading, English, and math courses so that I could be a successful student.	6.57	5.96 / 1.45	0.61	6.48	5.79 / 1.52	0.69	0.17
77. Campus item: On-campus wireless internet access (Wi-Fi) is adequate.	6.57	5.69 / 1.72	0.88	6.53	4.11 / 2.19	2.42	1.58 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.56	5.63 / 1.33	0.93	6.64	5.73 / 1.31	0.91	-0.10

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

Institutional Summary

Items: In Order of Importance

Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
29. Faculty are fair and unbiased in their treatment of individual students.	6.56	5.80 / 1.42	0.76	6.48	5.66 / 1.49	0.82	0.14
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.56	5.80 / 1.48	0.76	6.49	5.65 / 1.50	0.84	0.15
61. Faculty are usually available after class and during office hours.	6.56	6.05 / 1.21	0.51	6.51	6.04 / 1.24	0.47	0.01
66. Program requirements are clear and reasonable.	6.56	6.06 / 1.10	0.50	6.58	5.86 / 1.37	0.72	0.20 *
68. On the whole, the campus is well-maintained.	6.55	6.45 / 0.84	0.10	6.40	6.22 / 1.03	0.18	0.23 ***
41. Admissions staff are knowledgeable.	6.54	6.17 / 1.05	0.37	6.43	5.93 / 1.22	0.50	0.24 **
50. Tutoring services are readily available.	6.54	6.12 / 1.18	0.42	6.31	5.91 / 1.33	0.40	0.21 *
51. There are convenient ways of paying my school bill.	6.54	6.03 / 1.26	0.51	6.43	6.06 / 1.25	0.37	-0.03
6. My academic advisor is approachable.	6.53	5.91 / 1.41	0.62	6.36	5.63 / 1.61	0.73	0.28 **
48. Counseling staff care about students as individuals.	6.53	5.80 / 1.55	0.73	6.46	5.49 / 1.69	0.97	0.31 **
49. Admissions counselors respond to prospective students' unique needs and requests.	6.53	6.07 / 1.09	0.46	6.30	5.67 / 1.42	0.63	0.40 ***
78. Campus item: On-campus cell phone coverage is adequate.	6.53	5.87 / 1.47	0.66	6.39	3.07 / 2.13	3.32	2.80 ***
8. Classes are scheduled at times that are convenient for me.	6.52	5.63 / 1.47	0.89	6.59	5.69 / 1.39	0.90	-0.06
45. This institution has a good reputation within the community.	6.52	6.15 / 1.15	0.37	6.23	5.95 / 1.26	0.28	0.20 *
11. Security staff respond quickly in emergencies.	6.51	5.85 / 1.17	0.66	6.37	5.54 / 1.47	0.83	0.31 **

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

Institutional Summary
Items: In Order of Importance

Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
23. Faculty are understanding of students' unique life circumstances.	6.51	5.63 / 1.51	0.88	6.47	5.44 / 1.57	1.03	0.19
7. Adequate financial aid is available for most students.	6.50	5.48 / 1.67	1.02	6.48	5.50 / 1.77	0.98	-0.02
34. Computer labs are adequate and accessible.	6.50	6.20 / 1.11	0.30	6.50	5.81 / 1.52	0.69	0.39 ***
46. Faculty provide timely feedback about student progress in a course.	6.50	5.67 / 1.40	0.83	6.47	5.45 / 1.55	1.02	0.22 *
52. This school does whatever it can to help me reach my educational goals.	6.50	5.71 / 1.37	0.79	6.46	5.56 / 1.44	0.90	0.15
55. Academic support services adequately meet the needs of students.	6.50	6.01 / 1.14	0.49	6.36	5.75 / 1.36	0.61	0.26 **
27. The campus staff are caring and helpful.	6.48	6.13 / 1.03	0.35	6.41	5.90 / 1.17	0.51	0.23 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.48	6.00 / 1.17	0.48	6.45	5.96 / 1.23	0.49	0.04
43. Class change (drop/add) policies are reasonable.	6.48	6.15 / 1.19	0.33	6.32	6.04 / 1.27	0.28	0.11
72. Campus item: My IVCC email account provides valuable college-related communication.	6.48	6.12 / 1.31	0.36	6.44	6.28 / 1.07	0.16	-0.16 *
14. Library resources and services are adequate.	6.47	6.16 / 1.08	0.31	6.33	6.12 / 1.12	0.21	0.04
42. The equipment in the lab facilities is kept up to date.	6.47	6.00 / 1.16	0.47	6.43	5.69 / 1.49	0.74	0.31 **
60. Billing policies are reasonable.	6.47	6.05 / 1.16	0.42	6.33	5.94 / 1.21	0.39	0.11
20. Financial aid counselors are helpful.	6.46	5.75 / 1.46	0.71	6.40	5.67 / 1.59	0.73	0.08
53. The assessment and course placement procedures are reasonable.	6.46	5.99 / 1.22	0.47	6.34	5.74 / 1.45	0.60	0.25 **

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

Institutional Summary

Items: In Order of Importance

Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
73. Campus item: My previous education adequately prepared me for the academic demands of IVCC.	6.46	5.71 / 1.52	0.75	6.36	5.59 / 1.57	0.77	0.12
21. There are a sufficient number of study areas on campus.	6.45	6.29 / 1.05	0.16	6.37	6.00 / 1.33	0.37	0.29 ***
25. My academic advisor is concerned about my success as an individual.	6.45	5.74 / 1.42	0.71	6.41	5.42 / 1.69	0.99	0.32 **
47. There are adequate services to help me decide upon a career.	6.45	5.73 / 1.43	0.72	6.32	5.49 / 1.54	0.83	0.24 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.44	5.66 / 1.49	0.78	6.32	5.69 / 1.48	0.63	-0.03
64. Nearly all classes deal with practical experiences and applications.	6.44	5.68 / 1.35	0.76	6.33	5.73 / 1.32	0.60	-0.05
22. People on this campus respect and are supportive of each other.	6.43	5.88 / 1.23	0.55	6.38	5.52 / 1.47	0.86	0.36 ***
56. The business office is open during hours which are convenient for most students.	6.43	6.11 / 1.07	0.32	6.24	5.94 / 1.23	0.30	0.17 *
65. Students are notified early in the term if they are doing poorly in a class.	6.43	5.24 / 1.76	1.19	6.39	5.01 / 1.83	1.38	0.23
28. It is an enjoyable experience to be a student on this campus.	6.42	5.72 / 1.38	0.70	6.43	5.69 / 1.43	0.74	0.03
76. Campus item: My computer skills were adequate for the level of work expected of me when I started at IVCC.	6.42	6.32 / 1.05	0.10	6.36	6.17 / 1.11	0.19	0.15 *
24. Parking lots are well-lighted and secure.	6.41	5.91 / 1.24	0.50	6.45	5.68 / 1.48	0.77	0.23 *
39. The amount of student parking space on campus is adequate.	6.41	5.81 / 1.49	0.60	6.35	5.44 / 1.68	0.91	0.37 ***
16. The college shows concern for students as individuals.	6.40	5.55 / 1.42	0.85	6.39	5.51 / 1.48	0.88	0.04
26. Library staff are helpful and approachable.	6.40	6.21 / 1.09	0.19	6.29	6.16 / 1.11	0.13	0.05

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

Institutional Summary
Items: In Order of Importance

Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.39	6.04 / 1.19	0.35	6.20	5.65 / 1.42	0.55	0.39 ***
54. Faculty are interested in my academic problems.	6.39	5.59 / 1.46	0.80	6.31	5.49 / 1.50	0.82	0.10
62. Bookstore staff are helpful.	6.39	5.97 / 1.27	0.42	6.29	5.95 / 1.33	0.34	0.02
57. Administrators are approachable to students.	6.38	5.89 / 1.34	0.49	6.27	5.66 / 1.47	0.61	0.23 *
87. Cost as factor in decision to enroll.	6.37			6.24			
30. The career services office provides students with the help they need to get a job.	6.36	5.90 / 1.23	0.46	6.26	5.53 / 1.48	0.73	0.37 **
59. New student orientation services help students adjust to college.	6.36	5.89 / 1.35	0.47	6.18	5.68 / 1.46	0.50	0.21 *
37. Faculty take into consideration student differences as they teach a course.	6.35	5.53 / 1.41	0.82	6.34	5.38 / 1.45	0.96	0.15
2. Faculty care about me as an individual.	6.33	5.71 / 1.29	0.62	6.33	5.65 / 1.32	0.68	0.06
88. Financial aid as factor in decision to enroll.	6.33			5.94			
3. The quality of instruction in the vocational/technical programs is excellent.	6.32	5.54 / 1.37	0.78	6.25	5.65 / 1.26	0.60	-0.11
12. My academic advisor helps me set goals to work toward.	6.32	5.54 / 1.59	0.78	6.33	5.40 / 1.73	0.93	0.14
63. I seldom get the "run-around" when seeking information on this campus.	6.31	5.81 / 1.39	0.50	6.30	5.71 / 1.43	0.59	0.10
67. Channels for expressing student complaints are readily available.	6.31	5.23 / 1.69	1.08	6.20	5.24 / 1.65	0.96	-0.01

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

Institutional Summary
Items: In Order of Importance

Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
75. Campus item: The college's calendar of events includes the interests and concerns of diverse groups of students.	6.28	6.07 / 1.23	0.21	6.00	5.83 / 1.33	0.17	0.24 **
4. Security staff are helpful.	6.26	6.08 / 1.17	0.18	5.81	5.26 / 1.63	0.55	0.82 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.24	5.33 / 1.57	0.91	6.30	5.31 / 1.65	0.99	0.02
38. The student center is a comfortable place for students to spend their leisure time.	6.20	6.08 / 1.25	0.12	5.97	5.52 / 1.48	0.45	0.56 ***
1. Most students feel a sense of belonging here.	6.10	5.55 / 1.22	0.55	5.94	5.51 / 1.32	0.43	0.04
19. This campus provides effective support services for displaced homemakers.	6.03	5.49 / 1.44	0.54	5.65	5.25 / 1.52	0.40	0.24
89. Academic reputation as factor in decision to enroll.	6.01			5.84			
17. Personnel in the Veterans' Services program are helpful.	5.99	5.52 / 1.41	0.47	5.53	5.25 / 1.47	0.28	0.27
44. I generally know what's happening on campus.	5.97	5.40 / 1.53	0.57	5.86	5.24 / 1.51	0.62	0.16
93. Geographic setting as factor in decision to enroll.	5.74			5.70			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.54			5.43			
92. Recommendations from family/friends as factor in decision to enroll.	5.37			4.96			
94. Campus appearance as factor in decision to enroll.	5.33			4.87			
10. Child care facilities are available on campus.	5.31	3.31 / 2.17	2.00	4.62	3.60 / 2.02	1.02	-0.29
90. Size of institution as factor in decision to enroll.	5.31			5.11			

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

Institutional Summary
Items: In Order of Importance

Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
91. Opportunity to play sports as factor in decision to enroll.	4.04			3.31			
81. Institution's commitment to part-time students?		6.02 / 1.16			5.95 / 1.20		0.07
82. Institution's commitment to evening students?		5.99 / 1.27			5.87 / 1.29		0.12
83. Institution's commitment to older, returning learners?		6.06 / 1.18			5.91 / 1.28		0.15
84. Institution's commitment to under-represented populations?		6.02 / 1.12			5.79 / 1.31		0.23 *
85. Institution's commitment to commuters?		5.89 / 1.29			5.69 / 1.37		0.20 *
86. Institution's commitment to students with disabilities?		6.32 / 1.03			6.01 / 1.24		0.31 ***

* 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	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.50	5.78 / 1.21	0.72	6.44	5.54 / 1.39	0.90	0.24 **
6. My academic advisor is approachable.	6.53	5.91 / 1.41	0.62	6.36	5.63 / 1.61	0.73	0.28 **
12. My academic advisor helps me set goals to work toward.	6.32	5.54 / 1.59	0.78	6.33	5.40 / 1.73	0.93	0.14
25. My academic advisor is concerned about my success as an individual.	6.45	5.74 / 1.42	0.71	6.41	5.42 / 1.69	0.99	0.32 **
32. My academic advisor is knowledgeable about my program requirements.	6.61	5.97 / 1.36	0.64	6.59	5.62 / 1.58	0.97	0.35 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.56	5.80 / 1.48	0.76	6.49	5.65 / 1.50	0.84	0.15
48. Counseling staff care about students as individuals.	6.53	5.80 / 1.55	0.73	6.46	5.49 / 1.69	0.97	0.31 **
52. This school does whatever it can to help me reach my educational goals.	6.50	5.71 / 1.37	0.79	6.46	5.56 / 1.44	0.90	0.15

* 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 Services

Scale/Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.47	6.15 / 0.83	0.32	6.37	5.92 / 0.97	0.45	0.23 ***
14. Library resources and services are adequate.	6.47	6.16 / 1.08	0.31	6.33	6.12 / 1.12	0.21	0.04
21. There are a sufficient number of study areas on campus.	6.45	6.29 / 1.05	0.16	6.37	6.00 / 1.33	0.37	0.29 ***
26. Library staff are helpful and approachable.	6.40	6.21 / 1.09	0.19	6.29	6.16 / 1.11	0.13	0.05
34. Computer labs are adequate and accessible.	6.50	6.20 / 1.11	0.30	6.50	5.81 / 1.52	0.69	0.39 ***
42. The equipment in the lab facilities is kept up to date.	6.47	6.00 / 1.16	0.47	6.43	5.69 / 1.49	0.74	0.31 **
50. Tutoring services are readily available.	6.54	6.12 / 1.18	0.42	6.31	5.91 / 1.33	0.40	0.21 *
55. Academic support services adequately meet the needs of students.	6.50	6.01 / 1.14	0.49	6.36	5.75 / 1.36	0.61	0.26 **

* 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 - Admissions and Financial Aid

Scale/Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.48	5.86 / 1.07	0.62	6.36	5.69 / 1.20	0.67	0.17 *
7. Adequate financial aid is available for most students.	6.50	5.48 / 1.67	1.02	6.48	5.50 / 1.77	0.98	-0.02
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.44	5.66 / 1.49	0.78	6.32	5.69 / 1.48	0.63	-0.03
20. Financial aid counselors are helpful.	6.46	5.75 / 1.46	0.71	6.40	5.67 / 1.59	0.73	0.08
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.39	6.04 / 1.19	0.35	6.20	5.65 / 1.42	0.55	0.39 ***
41. Admissions staff are knowledgeable.	6.54	6.17 / 1.05	0.37	6.43	5.93 / 1.22	0.50	0.24 **
49. Admissions counselors respond to prospective students' unique needs and requests.	6.53	6.07 / 1.09	0.46	6.30	5.67 / 1.42	0.63	0.40 ***

* 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 - Campus Climate

Scale/Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.38	5.80 / 0.95	0.58	6.30	5.68 / 1.01	0.62	0.12
1. Most students feel a sense of belonging here.	6.10	5.55 / 1.22	0.55	5.94	5.51 / 1.32	0.43	0.04
2. Faculty care about me as an individual.	6.33	5.71 / 1.29	0.62	6.33	5.65 / 1.32	0.68	0.06
16. The college shows concern for students as individuals.	6.40	5.55 / 1.42	0.85	6.39	5.51 / 1.48	0.88	0.04
22. People on this campus respect and are supportive of each other.	6.43	5.88 / 1.23	0.55	6.38	5.52 / 1.47	0.86	0.36 ***
27. The campus staff are caring and helpful.	6.48	6.13 / 1.03	0.35	6.41	5.90 / 1.17	0.51	0.23 **
28. It is an enjoyable experience to be a student on this campus.	6.42	5.72 / 1.38	0.70	6.43	5.69 / 1.43	0.74	0.03
31. The campus is safe and secure for all students.	6.64	6.19 / 1.06	0.45	6.64	6.23 / 1.01	0.41	-0.04
36. Students are made to feel welcome on this campus.	6.58	6.06 / 1.21	0.52	6.45	5.98 / 1.21	0.47	0.08
44. I generally know what's happening on campus.	5.97	5.40 / 1.53	0.57	5.86	5.24 / 1.51	0.62	0.16
45. This institution has a good reputation within the community.	6.52	6.15 / 1.15	0.37	6.23	5.95 / 1.26	0.28	0.20 *
52. This school does whatever it can to help me reach my educational goals.	6.50	5.71 / 1.37	0.79	6.46	5.56 / 1.44	0.90	0.15
57. Administrators are approachable to students.	6.38	5.89 / 1.34	0.49	6.27	5.66 / 1.47	0.61	0.23 *
59. New student orientation services help students adjust to college.	6.36	5.89 / 1.35	0.47	6.18	5.68 / 1.46	0.50	0.21 *
63. I seldom get the "run-around" when seeking information on this campus.	6.31	5.81 / 1.39	0.50	6.30	5.71 / 1.43	0.59	0.10
67. Channels for expressing student complaints are readily available.	6.31	5.23 / 1.69	1.08	6.20	5.24 / 1.65	0.96	-0.01

* 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 - Campus Support Services

Scale/Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.16	5.59 / 1.22	0.57	5.88	5.32 / 1.24	0.56	0.27 ***
10. Child care facilities are available on campus.	5.31	3.31 / 2.17	2.00	4.62	3.60 / 2.02	1.02	-0.29
17. Personnel in the Veterans' Services program are helpful.	5.99	5.52 / 1.41	0.47	5.53	5.25 / 1.47	0.28	0.27
19. This campus provides effective support services for displaced homemakers.	6.03	5.49 / 1.44	0.54	5.65	5.25 / 1.52	0.40	0.24
30. The career services office provides students with the help they need to get a job.	6.36	5.90 / 1.23	0.46	6.26	5.53 / 1.48	0.73	0.37 **
38. The student center is a comfortable place for students to spend their leisure time.	6.20	6.08 / 1.25	0.12	5.97	5.52 / 1.48	0.45	0.56 ***
47. There are adequate services to help me decide upon a career.	6.45	5.73 / 1.43	0.72	6.32	5.49 / 1.54	0.83	0.24 *
59. New student orientation services help students adjust to college.	6.36	5.89 / 1.35	0.47	6.18	5.68 / 1.46	0.50	0.21 *

* 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 - Concern for the Individual

Scale/Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.45	5.72 / 1.11	0.73	6.41	5.55 / 1.25	0.86	0.17 *
2. Faculty care about me as an individual.	6.33	5.71 / 1.29	0.62	6.33	5.65 / 1.32	0.68	0.06
16. The college shows concern for students as individuals.	6.40	5.55 / 1.42	0.85	6.39	5.51 / 1.48	0.88	0.04
25. My academic advisor is concerned about my success as an individual.	6.45	5.74 / 1.42	0.71	6.41	5.42 / 1.69	0.99	0.32 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.56	5.80 / 1.42	0.76	6.48	5.66 / 1.49	0.82	0.14
48. Counseling staff care about students as individuals.	6.53	5.80 / 1.55	0.73	6.46	5.49 / 1.69	0.97	0.31 **

* 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 - Instructional Effectiveness

Scale/Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.51	5.80 / 0.99	0.71	6.47	5.70 / 1.03	0.77	0.10
2. Faculty care about me as an individual.	6.33	5.71 / 1.29	0.62	6.33	5.65 / 1.32	0.68	0.06
18. The quality of instruction I receive in most of my classes is excellent.	6.56	5.63 / 1.33	0.93	6.64	5.73 / 1.31	0.91	-0.10
23. Faculty are understanding of students' unique life circumstances.	6.51	5.63 / 1.51	0.88	6.47	5.44 / 1.57	1.03	0.19
29. Faculty are fair and unbiased in their treatment of individual students.	6.56	5.80 / 1.42	0.76	6.48	5.66 / 1.49	0.82	0.14
37. Faculty take into consideration student differences as they teach a course.	6.35	5.53 / 1.41	0.82	6.34	5.38 / 1.45	0.96	0.15
46. Faculty provide timely feedback about student progress in a course.	6.50	5.67 / 1.40	0.83	6.47	5.45 / 1.55	1.02	0.22 *
54. Faculty are interested in my academic problems.	6.39	5.59 / 1.46	0.80	6.31	5.49 / 1.50	0.82	0.10
58. Nearly all of the faculty are knowledgeable in their fields.	6.67	6.14 / 1.15	0.53	6.63	6.10 / 1.18	0.53	0.04
61. Faculty are usually available after class and during office hours.	6.56	6.05 / 1.21	0.51	6.51	6.04 / 1.24	0.47	0.01
64. Nearly all classes deal with practical experiences and applications.	6.44	5.68 / 1.35	0.76	6.33	5.73 / 1.32	0.60	-0.05
65. Students are notified early in the term if they are doing poorly in a class.	6.43	5.24 / 1.76	1.19	6.39	5.01 / 1.83	1.38	0.23
66. Program requirements are clear and reasonable.	6.56	6.06 / 1.10	0.50	6.58	5.86 / 1.37	0.72	0.20 *

* 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 - Instructional Effectiveness

Scale/Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.58	6.10 / 1.17	0.48	6.55	6.03 / 1.16	0.52	0.07
70. I am able to experience intellectual growth here.	6.64	6.17 / 1.14	0.47	6.59	6.07 / 1.21	0.52	0.10

* 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 - Registration Effectiveness

Scale/Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.50	5.99 / 0.83	0.51	6.41	5.91 / 0.90	0.50	0.08
5. The personnel involved in registration are helpful.	6.58	6.07 / 1.17	0.51	6.46	5.87 / 1.38	0.59	0.20 *
8. Classes are scheduled at times that are convenient for me.	6.52	5.63 / 1.47	0.89	6.59	5.69 / 1.39	0.90	-0.06
15. I am able to register for classes I need with few conflicts.	6.58	5.94 / 1.31	0.64	6.59	5.79 / 1.39	0.80	0.15
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.48	6.00 / 1.17	0.48	6.45	5.96 / 1.23	0.49	0.04
43. Class change (drop/add) policies are reasonable.	6.48	6.15 / 1.19	0.33	6.32	6.04 / 1.27	0.28	0.11
51. There are convenient ways of paying my school bill.	6.54	6.03 / 1.26	0.51	6.43	6.06 / 1.25	0.37	-0.03
56. The business office is open during hours which are convenient for most students.	6.43	6.11 / 1.07	0.32	6.24	5.94 / 1.23	0.30	0.17 *
60. Billing policies are reasonable.	6.47	6.05 / 1.16	0.42	6.33	5.94 / 1.21	0.39	0.11
62. Bookstore staff are helpful.	6.39	5.97 / 1.27	0.42	6.29	5.95 / 1.33	0.34	0.02

* 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 - Responsiveness to Diverse Populations

Scale/Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		6.04 / 1.06			5.87 / 1.19		0.17 *
81. Institution's commitment to part-time students?		6.02 / 1.16			5.95 / 1.20		0.07
82. Institution's commitment to evening students?		5.99 / 1.27			5.87 / 1.29		0.12
83. Institution's commitment to older, returning learners?		6.06 / 1.18			5.91 / 1.28		0.15
84. Institution's commitment to under-represented populations?		6.02 / 1.12			5.79 / 1.31		0.23 *
85. Institution's commitment to commuters?		5.89 / 1.29			5.69 / 1.37		0.20 *
86. Institution's commitment to students with disabilities?		6.32 / 1.03			6.01 / 1.24		0.31 ***

* 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 - Safety and Security

Scale/Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.45	5.98 / 0.88	0.47	6.33	5.65 / 1.09	0.68	0.33 ***
4. Security staff are helpful.	6.26	6.08 / 1.17	0.18	5.81	5.26 / 1.63	0.55	0.82 ***
11. Security staff respond quickly in emergencies.	6.51	5.85 / 1.17	0.66	6.37	5.54 / 1.47	0.83	0.31 **
24. Parking lots are well-lighted and secure.	6.41	5.91 / 1.24	0.50	6.45	5.68 / 1.48	0.77	0.23 *
31. The campus is safe and secure for all students.	6.64	6.19 / 1.06	0.45	6.64	6.23 / 1.01	0.41	-0.04
39. The amount of student parking space on campus is adequate.	6.41	5.81 / 1.49	0.60	6.35	5.44 / 1.68	0.91	0.37 ***

* 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 - Service Excellence

Scale/Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.36	5.85 / 0.89	0.51	6.28	5.70 / 0.98	0.58	0.15 *
5. The personnel involved in registration are helpful.	6.58	6.07 / 1.17	0.51	6.46	5.87 / 1.38	0.59	0.20 *
22. People on this campus respect and are supportive of each other.	6.43	5.88 / 1.23	0.55	6.38	5.52 / 1.47	0.86	0.36 ***
26. Library staff are helpful and approachable.	6.40	6.21 / 1.09	0.19	6.29	6.16 / 1.11	0.13	0.05
27. The campus staff are caring and helpful.	6.48	6.13 / 1.03	0.35	6.41	5.90 / 1.17	0.51	0.23 **
44. I generally know what's happening on campus.	5.97	5.40 / 1.53	0.57	5.86	5.24 / 1.51	0.62	0.16
57. Administrators are approachable to students.	6.38	5.89 / 1.34	0.49	6.27	5.66 / 1.47	0.61	0.23 *
62. Bookstore staff are helpful.	6.39	5.97 / 1.27	0.42	6.29	5.95 / 1.33	0.34	0.02
63. I seldom get the "run-around" when seeking information on this campus.	6.31	5.81 / 1.39	0.50	6.30	5.71 / 1.43	0.59	0.10
67. Channels for expressing student complaints are readily available.	6.31	5.23 / 1.69	1.08	6.20	5.24 / 1.65	0.96	-0.01

* 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 - Student Centeredness

Scale/Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.39	5.81 / 1.02	0.58	6.32	5.71 / 1.09	0.61	0.10
1. Most students feel a sense of belonging here.	6.10	5.55 / 1.22	0.55	5.94	5.51 / 1.32	0.43	0.04
16. The college shows concern for students as individuals.	6.40	5.55 / 1.42	0.85	6.39	5.51 / 1.48	0.88	0.04
27. The campus staff are caring and helpful.	6.48	6.13 / 1.03	0.35	6.41	5.90 / 1.17	0.51	0.23 **
28. It is an enjoyable experience to be a student on this campus.	6.42	5.72 / 1.38	0.70	6.43	5.69 / 1.43	0.74	0.03
36. Students are made to feel welcome on this campus.	6.58	6.06 / 1.21	0.52	6.45	5.98 / 1.21	0.47	0.08
57. Administrators are approachable to students.	6.38	5.89 / 1.34	0.49	6.27	5.66 / 1.47	0.61	0.23 *

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

Institutional Summary

Items: In Sequential Order

Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.10	5.55 / 1.22	0.55	5.94	5.51 / 1.32	0.43	0.04
2. Faculty care about me as an individual.	6.33	5.71 / 1.29	0.62	6.33	5.65 / 1.32	0.68	0.06
3. The quality of instruction in the vocational/technical programs is excellent.	6.32	5.54 / 1.37	0.78	6.25	5.65 / 1.26	0.60	-0.11
4. Security staff are helpful.	6.26	6.08 / 1.17	0.18	5.81	5.26 / 1.63	0.55	0.82 ***
5. The personnel involved in registration are helpful.	6.58	6.07 / 1.17	0.51	6.46	5.87 / 1.38	0.59	0.20 *
6. My academic advisor is approachable.	6.53	5.91 / 1.41	0.62	6.36	5.63 / 1.61	0.73	0.28 **
7. Adequate financial aid is available for most students.	6.50	5.48 / 1.67	1.02	6.48	5.50 / 1.77	0.98	-0.02
8. Classes are scheduled at times that are convenient for me.	6.52	5.63 / 1.47	0.89	6.59	5.69 / 1.39	0.90	-0.06
9. Internships or practical experiences are provided in my degree/certificate program.	6.24	5.33 / 1.57	0.91	6.30	5.31 / 1.65	0.99	0.02
10. Child care facilities are available on campus.	5.31	3.31 / 2.17	2.00	4.62	3.60 / 2.02	1.02	-0.29
11. Security staff respond quickly in emergencies.	6.51	5.85 / 1.17	0.66	6.37	5.54 / 1.47	0.83	0.31 **
12. My academic advisor helps me set goals to work toward.	6.32	5.54 / 1.59	0.78	6.33	5.40 / 1.73	0.93	0.14
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.44	5.66 / 1.49	0.78	6.32	5.69 / 1.48	0.63	-0.03
14. Library resources and services are adequate.	6.47	6.16 / 1.08	0.31	6.33	6.12 / 1.12	0.21	0.04
15. I am able to register for classes I need with few conflicts.	6.58	5.94 / 1.31	0.64	6.59	5.79 / 1.39	0.80	0.15
16. The college shows concern for students as individuals.	6.40	5.55 / 1.42	0.85	6.39	5.51 / 1.48	0.88	0.04

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

Institutional Summary

Items: In Sequential Order

Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.99	5.52 / 1.41	0.47	5.53	5.25 / 1.47	0.28	0.27
18. The quality of instruction I receive in most of my classes is excellent.	6.56	5.63 / 1.33	0.93	6.64	5.73 / 1.31	0.91	-0.10
19. This campus provides effective support services for displaced homemakers.	6.03	5.49 / 1.44	0.54	5.65	5.25 / 1.52	0.40	0.24
20. Financial aid counselors are helpful.	6.46	5.75 / 1.46	0.71	6.40	5.67 / 1.59	0.73	0.08
21. There are a sufficient number of study areas on campus.	6.45	6.29 / 1.05	0.16	6.37	6.00 / 1.33	0.37	0.29 ***
22. People on this campus respect and are supportive of each other.	6.43	5.88 / 1.23	0.55	6.38	5.52 / 1.47	0.86	0.36 ***
23. Faculty are understanding of students' unique life circumstances.	6.51	5.63 / 1.51	0.88	6.47	5.44 / 1.57	1.03	0.19
24. Parking lots are well-lighted and secure.	6.41	5.91 / 1.24	0.50	6.45	5.68 / 1.48	0.77	0.23 *
25. My academic advisor is concerned about my success as an individual.	6.45	5.74 / 1.42	0.71	6.41	5.42 / 1.69	0.99	0.32 **
26. Library staff are helpful and approachable.	6.40	6.21 / 1.09	0.19	6.29	6.16 / 1.11	0.13	0.05
27. The campus staff are caring and helpful.	6.48	6.13 / 1.03	0.35	6.41	5.90 / 1.17	0.51	0.23 **
28. It is an enjoyable experience to be a student on this campus.	6.42	5.72 / 1.38	0.70	6.43	5.69 / 1.43	0.74	0.03
29. Faculty are fair and unbiased in their treatment of individual students.	6.56	5.80 / 1.42	0.76	6.48	5.66 / 1.49	0.82	0.14
30. The career services office provides students with the help they need to get a job.	6.36	5.90 / 1.23	0.46	6.26	5.53 / 1.48	0.73	0.37 **
31. The campus is safe and secure for all students.	6.64	6.19 / 1.06	0.45	6.64	6.23 / 1.01	0.41	-0.04

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

Institutional Summary

Items: In Sequential Order

Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.61	5.97 / 1.36	0.64	6.59	5.62 / 1.58	0.97	0.35 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.39	6.04 / 1.19	0.35	6.20	5.65 / 1.42	0.55	0.39 ***
34. Computer labs are adequate and accessible.	6.50	6.20 / 1.11	0.30	6.50	5.81 / 1.52	0.69	0.39 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.48	6.00 / 1.17	0.48	6.45	5.96 / 1.23	0.49	0.04
36. Students are made to feel welcome on this campus.	6.58	6.06 / 1.21	0.52	6.45	5.98 / 1.21	0.47	0.08
37. Faculty take into consideration student differences as they teach a course.	6.35	5.53 / 1.41	0.82	6.34	5.38 / 1.45	0.96	0.15
38. The student center is a comfortable place for students to spend their leisure time.	6.20	6.08 / 1.25	0.12	5.97	5.52 / 1.48	0.45	0.56 ***
39. The amount of student parking space on campus is adequate.	6.41	5.81 / 1.49	0.60	6.35	5.44 / 1.68	0.91	0.37 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.56	5.80 / 1.48	0.76	6.49	5.65 / 1.50	0.84	0.15
41. Admissions staff are knowledgeable.	6.54	6.17 / 1.05	0.37	6.43	5.93 / 1.22	0.50	0.24 **
42. The equipment in the lab facilities is kept up to date.	6.47	6.00 / 1.16	0.47	6.43	5.69 / 1.49	0.74	0.31 **
43. Class change (drop/add) policies are reasonable.	6.48	6.15 / 1.19	0.33	6.32	6.04 / 1.27	0.28	0.11
44. I generally know what's happening on campus.	5.97	5.40 / 1.53	0.57	5.86	5.24 / 1.51	0.62	0.16
45. This institution has a good reputation within the community.	6.52	6.15 / 1.15	0.37	6.23	5.95 / 1.26	0.28	0.20 *
46. Faculty provide timely feedback about student progress in a course.	6.50	5.67 / 1.40	0.83	6.47	5.45 / 1.55	1.02	0.22 *

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

Institutional Summary

Items: In Sequential Order

Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.45	5.73 / 1.43	0.72	6.32	5.49 / 1.54	0.83	0.24 *
48. Counseling staff care about students as individuals.	6.53	5.80 / 1.55	0.73	6.46	5.49 / 1.69	0.97	0.31 **
49. Admissions counselors respond to prospective students' unique needs and requests.	6.53	6.07 / 1.09	0.46	6.30	5.67 / 1.42	0.63	0.40 ***
50. Tutoring services are readily available.	6.54	6.12 / 1.18	0.42	6.31	5.91 / 1.33	0.40	0.21 *
51. There are convenient ways of paying my school bill.	6.54	6.03 / 1.26	0.51	6.43	6.06 / 1.25	0.37	-0.03
52. This school does whatever it can to help me reach my educational goals.	6.50	5.71 / 1.37	0.79	6.46	5.56 / 1.44	0.90	0.15
53. The assessment and course placement procedures are reasonable.	6.46	5.99 / 1.22	0.47	6.34	5.74 / 1.45	0.60	0.25 **
54. Faculty are interested in my academic problems.	6.39	5.59 / 1.46	0.80	6.31	5.49 / 1.50	0.82	0.10
55. Academic support services adequately meet the needs of students.	6.50	6.01 / 1.14	0.49	6.36	5.75 / 1.36	0.61	0.26 **
56. The business office is open during hours which are convenient for most students.	6.43	6.11 / 1.07	0.32	6.24	5.94 / 1.23	0.30	0.17 *
57. Administrators are approachable to students.	6.38	5.89 / 1.34	0.49	6.27	5.66 / 1.47	0.61	0.23 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.67	6.14 / 1.15	0.53	6.63	6.10 / 1.18	0.53	0.04
59. New student orientation services help students adjust to college.	6.36	5.89 / 1.35	0.47	6.18	5.68 / 1.46	0.50	0.21 *
60. Billing policies are reasonable.	6.47	6.05 / 1.16	0.42	6.33	5.94 / 1.21	0.39	0.11
61. Faculty are usually available after class and during office hours.	6.56	6.05 / 1.21	0.51	6.51	6.04 / 1.24	0.47	0.01

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

Institutional Summary

Items: In Sequential Order

Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.39	5.97 / 1.27	0.42	6.29	5.95 / 1.33	0.34	0.02
63. I seldom get the "run-around" when seeking information on this campus.	6.31	5.81 / 1.39	0.50	6.30	5.71 / 1.43	0.59	0.10
64. Nearly all classes deal with practical experiences and applications.	6.44	5.68 / 1.35	0.76	6.33	5.73 / 1.32	0.60	-0.05
65. Students are notified early in the term if they are doing poorly in a class.	6.43	5.24 / 1.76	1.19	6.39	5.01 / 1.83	1.38	0.23
66. Program requirements are clear and reasonable.	6.56	6.06 / 1.10	0.50	6.58	5.86 / 1.37	0.72	0.20 *
67. Channels for expressing student complaints are readily available.	6.31	5.23 / 1.69	1.08	6.20	5.24 / 1.65	0.96	-0.01
68. On the whole, the campus is well-maintained.	6.55	6.45 / 0.84	0.10	6.40	6.22 / 1.03	0.18	0.23 ***
69. There is a good variety of courses provided on this campus.	6.58	6.10 / 1.17	0.48	6.55	6.03 / 1.16	0.52	0.07
70. I am able to experience intellectual growth here.	6.64	6.17 / 1.14	0.47	6.59	6.07 / 1.21	0.52	0.10
71. Campus item: It is easy to find information using the IVCC website.	6.60	5.86 / 1.42	0.74	6.53	5.97 / 1.35	0.56	-0.11
72. Campus item: My IVCC email account provides valuable college-related communication.	6.48	6.12 / 1.31	0.36	6.44	6.28 / 1.07	0.16	-0.16 *
73. Campus item: My previous education adequately prepared me for the academic demands of IVCC.	6.46	5.71 / 1.52	0.75	6.36	5.59 / 1.57	0.77	0.12
74. Campus item: My placement tests placed me into the appropriate reading, English, and math courses so that I could be a successful student.	6.57	5.96 / 1.45	0.61	6.48	5.79 / 1.52	0.69	0.17
75. Campus item: The college's calendar of events includes the interests and concerns of diverse groups of students.	6.28	6.07 / 1.23	0.21	6.00	5.83 / 1.33	0.17	0.24 **

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

Institutional Summary

Items: In Sequential Order

Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item: My computer skills were adequate for the level of work expected of me when I started at IVCC.	6.42	6.32 / 1.05	0.10	6.36	6.17 / 1.11	0.19	0.15 *
77. Campus item: On-campus wireless internet access (Wi-Fi) is adequate.	6.57	5.69 / 1.72	0.88	6.53	4.11 / 2.19	2.42	1.58 ***
78. Campus item: On-campus cell phone coverage is adequate.	6.53	5.87 / 1.47	0.66	6.39	3.07 / 2.13	3.32	2.80 ***
79. Campus item: Classrooms and other instructional spaces support student learning.	6.63	6.21 / 1.03	0.42	6.52	5.95 / 1.23	0.57	0.26 ***
80. Campus item: I know what classes to take to earn my degree or certificate.	6.68	6.03 / 1.38	0.65	6.71	5.91 / 1.38	0.80	0.12
81. Institution's commitment to part-time students?		6.02 / 1.16			5.95 / 1.20		0.07
82. Institution's commitment to evening students?		5.99 / 1.27			5.87 / 1.29		0.12
83. Institution's commitment to older, returning learners?		6.06 / 1.18			5.91 / 1.28		0.15
84. Institution's commitment to under-represented populations?		6.02 / 1.12			5.79 / 1.31		0.23 *
85. Institution's commitment to commuters?		5.89 / 1.29			5.69 / 1.37		0.20 *
86. Institution's commitment to students with disabilities?		6.32 / 1.03			6.01 / 1.24		0.31 ***
87. Cost as factor in decision to enroll.	6.37			6.24			
88. Financial aid as factor in decision to enroll.	6.33			5.94			
89. Academic reputation as factor in decision to enroll.	6.01			5.84			
90. Size of institution as factor in decision to enroll.	5.31			5.11			
91. Opportunity to play sports as factor in decision to enroll.	4.04			3.31			

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

Institutional Summary
Items: In Sequential Order

Item	April 2017			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
92. Recommendations from family/friends as factor in decision to enroll.	5.37			4.96			
93. Geographic setting as factor in decision to enroll.	5.74			5.70			
94. Campus appearance as factor in decision to enroll.	5.33			4.87			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.54			5.43			

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

Institutional Summary

Summary Items

Summary Item	April 2017	April 2014	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.95	Average: 4.94	0.01
1=Much worse than expected	1%	0%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	6%	6%	
4=About what I expected	29%	35%	
5=Better than I expected	31%	24%	
6=Quite a bit better than I expected	13%	14%	
7=Much better than expected	16%	17%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.63	Average: 5.63	0.00
1=Not satisfied at all	0%	1%	
2=Not very satisfied	1%	2%	
3=Somewhat dissatisfied	5%	2%	
4=Neutral	10%	7%	
5=Somewhat satisfied	14%	17%	
6=Satisfied	43%	46%	
7=Very satisfied	23%	21%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.92	Average: 5.97	-0.05
1=Definitely not	1%	2%	
2=Probably not	2%	3%	
3=Maybe not	2%	2%	
4=I don't know	7%	4%	
5=Maybe yes	8%	6%	
6=Probably yes	31%	32%	
7=Definitely yes	44%	47%	