

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

Scale	Western Technical College			3021: <b>Graphic Design</b>			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Instructional Effectiveness	6.46	5.81	0.65	6.49	6.02	0.47	6.63	6.01	0.62	6.47	5.58	0.89	6.19	5.81	0.38
Concern for the Individual	6.39	5.72	0.67	6.34	5.98	0.36	6.67	5.78	0.89	6.67	5.78	0.89	6.00	6.00	0.00
Academic Advising/ Counseling	6.37	5.70	0.67	6.29	5.86	0.43	6.43	6.05	0.38	6.57	5.71	0.86	5.80	5.80	0.00
Admissions and Financial Aid	6.36	5.53	0.83	6.27	5.28	0.99	6.72	5.64	1.08	6.29	5.40	0.89	6.24	5.72	0.52
Registration Effectiveness	6.36	5.83	0.53	6.32	5.76	0.56	6.38	6.00	0.38	6.18	6.08	0.10	6.06	5.79	0.27
Student Centeredness	6.29	5.80	0.49	6.29	5.98	0.31	6.46	5.81	0.65	6.52	5.44	1.08	6.00	5.80	0.20
Campus Climate	6.25	5.75	0.50	6.21	5.87	0.34	6.35	5.84	0.51	6.48	5.52	0.96	6.04	5.83	0.21
Academic Services	6.24	5.84	0.40	6.16	5.96	0.20	6.28	6.25	0.03	6.28	5.93	0.35	6.29	6.03	0.26
Safety and Security	6.20	5.16	1.04	6.14	5.32	0.82	6.15	4.48	1.67	6.10	5.33	0.77	6.06	5.78	0.28
Service Excellence	6.19	5.75	0.44	6.08	5.70	0.38	6.24	6.01	0.23	6.30	5.71	0.59	5.97	5.89	0.08
Campus Support Services	5.81	5.55	0.26	5.69	5.39	0.30	6.13	5.66	0.47	6.29	5.86	0.43	5.92	5.77	0.15
Responsiveness to Diverse Populations		5.86			5.76			6.31			5.43			6.04	

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58. Nearly all of the faculty are knowledgeable in their fields.	6.63	6.11	0.52	6.82	6.22	0.60	7.00	6.40	0.60	6.50	6.25	0.25	6.33	5.75	0.58
18. The quality of instruction I receive in most of my classes is excellent.	6.62	5.79	0.83	6.56	6.15	0.41	6.82	5.64	1.18	6.60	4.75	1.85	6.00	6.00	0.00
8. Classes are scheduled at times that are convenient for me.	6.58	5.61	0.97	6.39	5.36	1.03	6.82	5.70	1.12	6.20	5.80	0.40	5.50	5.40	0.10
66. Program requirements are clear and reasonable.	6.57	6.02	0.55	6.75	6.26	0.49	6.91	6.27	0.64	6.40	6.25	0.15	6.67	5.75	0.92
70. I am able to experience intellectual growth here.	6.56	6.07	0.49	6.82	6.19	0.63	6.91	6.00	0.91	6.50	6.50	0.00	6.00	5.75	0.25
32. My academic advisor is knowledgeable about my program requirements.	6.55	6.00	0.55	6.36	6.28	0.08	6.82	6.33	0.49	6.60	6.67	-0.07	6.33	6.00	0.33
15. I am able to register for classes I need with few conflicts.	6.52	5.65	0.87	6.57	5.89	0.68	7.00	5.36	1.64	6.60	6.20	0.40	6.00	5.80	0.20
31. The campus is safe and secure for all students.	6.51	6.03	0.48	6.50	6.26	0.24	6.80	5.80	1.00	6.50	6.25	0.25	7.00	6.00	1.00
29. Faculty are fair and unbiased in their treatment of individual students.	6.50	5.81	0.69	6.50	6.04	0.46	6.64	5.82	0.82	6.60	6.00	0.60	6.67	6.00	0.67

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3. The quality of instruction in the vocational/technical programs is excellent.	6.49	5.75	0.74	6.46	5.93	0.53	6.27	5.30	0.97	7.00	5.80	1.20	6.50	6.00	0.50
46. Faculty provide timely feedback about student progress in a course.	6.49	5.62	0.87	6.44	5.85	0.59	6.64	6.00	0.64	6.60	4.40	2.20	6.00	5.80	0.20
6. My academic advisor is approachable.	6.48	5.79	0.69	6.43	6.00	0.43	6.60	6.11	0.49	6.60	5.25	1.35	6.25	6.20	0.05
52. This school does whatever it can to help me reach my educational goals.	6.48	5.67	0.81	6.57	5.63	0.94	6.40	6.00	0.40	6.50	5.50	1.00	6.00	5.50	0.50
7. Adequate financial aid is available for most students.	6.47	5.66	0.81	6.46	4.88	1.58	6.91	5.70	1.21	6.50	5.25	1.25	6.67	5.75	0.92
36. Students are made to feel welcome on this campus.	6.47	6.05	0.42	6.59	6.41	0.18	6.60	6.00	0.60	6.40	5.80	0.60	6.33	6.00	0.33
77. Campus: The college effectively communicates important information to students.	6.45	5.89	0.56	6.18	5.93	0.25	6.55	5.82	0.73	6.75	5.75	1.00	6.00	6.20	-0.20
23. Faculty are understanding of students' unique life circumstances.	6.43	5.59	0.84	6.61	5.85	0.76	6.55	6.18	0.37	6.50	5.60	0.90	5.75	5.75	0.00
64. Nearly all classes deal with practical experiences and applications.	6.43	5.95	0.48	6.50	6.19	0.31	6.55	5.82	0.73	5.75	5.25	0.50	6.67	6.00	0.67

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69. There is a good variety of courses provided on this campus.	6.43	6.03	0.40	6.39	6.11	0.28	6.55	6.50	0.05	6.50	6.00	0.50	6.33	6.00	0.33
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	4.94	1.48	6.29	4.68	1.61	6.90	4.50	2.40	6.33	5.33	1.00	6.25	5.00	1.25
41. Admissions staff are knowledgeable.	6.41	5.79	0.62	6.39	5.73	0.66	6.64	6.33	0.31	6.00	5.00	1.00	6.25	6.00	0.25
61. Faculty are usually available after class and during office hours.	6.41	6.02	0.39	6.32	6.07	0.25	6.10	6.56	-0.46	6.20	6.00	0.20	5.67	5.25	0.42
51. There are convenient ways of paying my school bill.	6.40	5.95	0.45	6.46	6.15	0.31	5.80	6.38	-0.58	6.00	6.50	-0.50	6.00	6.25	-0.25
28. It is an enjoyable experience to be a student on this campus.	6.39	5.91	0.48	6.46	6.33	0.13	6.18	5.91	0.27	6.50	5.40	1.10	6.33	5.75	0.58
48. Counseling staff care about students as individuals.	6.39	5.88	0.51	6.50	6.00	0.50	6.33	5.78	0.55	6.75	6.75	0.00	5.75	6.00	-0.25
5. The personnel involved in registration are helpful.	6.38	5.62	0.76	6.07	5.22	0.85	6.45	5.67	0.78	6.40	6.20	0.20	6.25	5.80	0.45
20. Financial aid counselors are helpful.	6.38	5.32	1.06	6.42	5.04	1.38	6.78	5.63	1.15	6.00	4.50	1.50	6.25	6.00	0.25
42. The equipment in the lab facilities is kept up to date.	6.38	5.78	0.60	6.44	6.58	-0.14	6.38	5.50	0.88	6.00	6.25	-0.25	6.00	6.00	0.00

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78. Campus: Help is readily available to students whose grades fall below average.	6.38	5.49	0.89	6.40	5.74	0.66	6.18	5.57	0.61	6.50	5.50	1.00	6.25	5.75	0.50
25. My academic advisor is concerned about my success as an individual.	6.37	5.66	0.71	6.23	6.17	0.06	6.73	6.10	0.63	6.60	5.25	1.35	6.00	6.00	0.00
37. Faculty take into consideration student differences as they teach a course.	6.37	5.57	0.80	6.29	5.78	0.51	6.45	5.55	0.90	6.40	5.80	0.60	6.25	5.20	1.05
54. Faculty are interested in my academic problems.	6.37	5.68	0.69	6.33	5.77	0.56	6.67	6.13	0.54	6.50	4.75	1.75	6.00	6.00	0.00
68. On the whole, the campus is well-maintained.	6.37	6.27	0.10	6.37	6.59	-0.22	6.70	7.00	-0.30	5.40	6.50	-1.10	6.33	5.75	0.58
80. Campus: The communication I receive from the College makes me feel like I made a good choice in attending Western.	6.37	5.95	0.42	6.29	6.19	0.10	6.45	5.73	0.72	6.00	6.20	-0.20	6.25	5.60	0.65
2. Faculty care about me as an individual.	6.36	5.75	0.61	6.18	6.11	0.07	6.73	5.70	1.03	6.80	5.80	1.00	6.25	6.20	0.05
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.35	5.69	0.66	6.46	5.69	0.77	6.27	5.80	0.47	6.00	6.60	-0.60	6.67	6.00	0.67

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73. Campus: The college provides effective support services to assist with transfer to a 4-year university.	6.35	5.65	0.70	5.88	5.33	0.55	5.50	6.40	-0.90	6.00	5.00	1.00	6.00	6.00	0.00
76. Campus: The college helps me identify resources to finance my education.	6.35	5.61	0.74	6.35	5.36	0.99	6.30	6.50	-0.20	6.33	6.00	0.33	6.50	5.60	0.90
27. The campus staff are caring and helpful.	6.34	5.93	0.41	6.19	5.92	0.27	6.27	5.73	0.54	6.40	6.00	0.40	6.33	6.00	0.33
55. Academic support services adequately meet the needs of students.	6.34	5.80	0.54	6.23	5.82	0.41	6.50	6.14	0.36	6.75	6.00	0.75	6.67	6.00	0.67
63. I seldom get the "run-around" when seeking information on this campus.	6.34	5.70	0.64	6.25	5.91	0.34	6.45	6.27	0.18	6.67	4.67	2.00	6.33	6.00	0.33
65. Students are notified early in the term if they are doing poorly in a class.	6.34	5.26	1.08	6.33	5.71	0.62	6.30	5.50	0.80	6.67	4.33	2.34	6.33	6.00	0.33
16. The college shows concern for students as individuals.	6.32	5.50	0.82	6.32	5.58	0.74	6.90	5.50	1.40	6.60	5.20	1.40	5.50	5.80	-0.30
47. There are adequate services to help me decide upon a career.	6.32	5.81	0.51	6.19	5.95	0.24	6.45	6.30	0.15	6.50	6.75	-0.25	6.00	5.40	0.60

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53. The assessment and course placement procedures are reasonable.	6.32	5.86	0.46	6.07	6.00	0.07	6.22	5.90	0.32	6.25	6.50	-0.25	6.33	6.00	0.33
60. Billing policies are reasonable.	6.31	5.86	0.45	6.36	5.81	0.55	6.00	6.25	-0.25	6.00	6.25	-0.25	6.33	5.25	1.08
14. Library resources and services are adequate.	6.29	5.94	0.35	6.11	6.00	0.11	6.60	6.30	0.30	7.00	6.25	0.75	6.25	6.20	0.05
34. Computer labs are adequate and accessible.	6.29	5.82	0.47	6.63	6.15	0.48	6.27	6.60	-0.33	6.00	5.80	0.20	6.67	6.00	0.67
39. The amount of student parking space on campus is adequate.	6.29	3.95	2.34	6.17	3.95	2.22	6.20	3.90	2.30	5.80	4.80	1.00	6.25	5.40	0.85
43. Class change (drop/add) policies are reasonable.	6.28	5.97	0.31	6.23	5.86	0.37	6.44	6.00	0.44	6.33	5.67	0.66	6.25	6.25	0.00
57. Administrators are approachable to students.	6.28	5.75	0.53	6.35	5.84	0.51	6.40	5.90	0.50	6.67	6.00	0.67	6.00	6.00	0.00
9. Internships or practical experiences are provided in my degree/certificate program.	6.26	5.65	0.61	5.92	5.26	0.66	6.10	5.50	0.60	6.33	6.33	0.00	6.25	6.20	0.05
22. People on this campus respect and are supportive of each other.	6.26	5.69	0.57	6.18	5.70	0.48	6.27	5.73	0.54	6.20	5.20	1.00	6.00	5.80	0.20
62. Bookstore staff are helpful.	6.26	6.35	-0.09	6.22	6.60	-0.38	6.27	6.73	-0.46	6.00	6.50	-0.50	5.67	5.75	-0.08

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11. Security staff respond quickly in emergencies.	6.24	5.31	0.93	6.27	5.27	1.00	5.75	4.80	0.95	7.00			6.25	5.75	0.50
30. The career services office provides students with the help they need to get a job.	6.23	5.63	0.60	6.55	5.27	1.28	6.43	4.67	1.76	5.50	6.50	-1.00	6.00	6.25	-0.25
49. Admissions counselors respond to prospective students' unique needs and requests.	6.23	5.70	0.53	6.11	5.57	0.54	6.22	6.13	0.09	6.00	6.00	0.00	6.33	5.67	0.66
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.22	5.77	0.45	5.96	5.71	0.25	6.86	5.80	1.06	6.67	6.50	0.17	5.67	6.00	-0.33
87. Cost as factor in decision to enroll.	6.22			6.29			5.73			4.75			6.00		
45. This institution has a good reputation within the community.	6.21	6.07	0.14	6.11	6.35	-0.24	6.00	6.00	0.00	6.50	6.00	0.50	5.75	5.40	0.35
71. Campus: I found charging books at the Campus Shop to be helpful.	6.20	5.84	0.36	6.21	5.73	0.48	6.67	6.33	0.34	7.00	6.25	0.75	6.33	6.33	0.00
24. Parking lots are well-lighted and secure.	6.19	5.34	0.85	6.13	5.19	0.94	6.20	3.56	2.64	6.40	5.00	1.40	5.33	6.00	-0.67
21. There are a sufficient number of study areas on campus.	6.18	5.87	0.31	6.04	5.96	0.08	6.45	6.40	0.05	5.80	5.80	0.00	6.25	6.00	0.25



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40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.17	5.42	0.75	5.78	5.29	0.49	6.25	6.14	0.11	6.00	6.00	0.00	5.25	5.25	0.00
56. The business office is open during hours which are convenient for most students.	6.17	5.82	0.35	6.08	5.29	0.79	6.30	6.22	0.08	6.00	5.00	1.00	6.00	5.75	0.25
12. My academic advisor helps me set goals to work toward.	6.14	5.47	0.67	6.15	5.62	0.53	5.80	5.88	-0.08	6.60	5.00	1.60	5.25	5.60	-0.35
67. Channels for expressing student complaints are readily available.	6.13	5.28	0.85	6.08	5.27	0.81	6.30	6.29	0.01	6.67	5.67	1.00	6.33	6.00	0.33
50. Tutoring services are readily available.	6.10	5.68	0.42	5.75	5.58	0.17	5.78	6.33	-0.55	6.33	5.33	1.00	6.00	6.00	0.00
26. Library staff are helpful and approachable.	6.08	5.93	0.15	5.85	5.45	0.40	6.00	6.20	-0.20	6.25	6.00	0.25	6.33	6.00	0.33
88. Financial aid as factor in decision to enroll.	6.07			6.11			6.18			6.67			5.80		
59. New student orientation services help students adjust to college.	6.04	5.66	0.38	5.93	5.44	0.49	5.80	5.44	0.36	6.50	6.00	0.50	6.67	6.00	0.67
74. Campus: Western offers a sufficient number of classes online.	6.01	5.74	0.27	5.55	6.06	-0.51	5.90	6.33	-0.43	6.33	6.33	0.00	6.25	5.60	0.65

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79. Campus: Effective support services are available for minority students.	6.01	5.79	0.22	6.20	6.08	0.12	5.75	6.17	-0.42	6.67	6.00	0.67	5.75	6.00	-0.25
1. Most students feel a sense of belonging here.	5.94	5.66	0.28	5.86	5.79	0.07	6.45	5.80	0.65	6.60	4.60	2.00	5.75	5.40	0.35
38. The student center is a comfortable place for students to spend their leisure time.	5.92	5.76	0.16	5.80	5.95	-0.15	6.45	6.20	0.25	5.67	5.67	0.00	6.00	5.80	0.20
89. Academic reputation as factor in decision to enroll.	5.91			5.39			6.18			6.00			5.40		
93. Geographic setting as factor in decision to enroll.	5.84			5.50			6.00			6.25			5.40		
4. Security staff are helpful.	5.73	5.23	0.50	5.62	5.74	-0.12	5.70	4.38	1.32	5.40	5.50	-0.10	5.50	5.80	-0.30
75. Campus: I had the opportunity to be involved in the community through a college activity or course.	5.69	5.73	-0.04	5.55	5.89	-0.34	5.70	6.25	-0.55	6.00	5.50	0.50	4.75	5.50	-0.75
72. Campus: The trimester academic schedule will help me be successful.	5.65	4.92	0.73	5.67	4.86	0.81	5.00	4.83	0.17	5.67	5.25	0.42	6.33	5.50	0.83
44. I generally know what's happening on campus.	5.62	5.46	0.16	5.52	5.31	0.21	5.70	5.60	0.10	5.75	5.00	0.75	4.75	5.75	-1.00

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19. This campus provides effective support services for displaced homemakers.	5.47	5.36	0.11	5.23	4.90	0.33	6.00	6.00	0.00				6.33	5.75	0.58
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.42			5.35			4.82			5.40			5.00		
17. Personnel in the Veterans' Services program are helpful.	5.41	5.29	0.12	5.09	4.63	0.46	6.00	4.20	1.80	7.00	6.00	1.00	5.25	5.50	-0.25
90. Size of institution as factor in decision to enroll.	5.20			5.15			5.09			6.00			5.00		
94. Campus appearance as factor in decision to enroll.	5.13			5.07			5.50			5.25			5.40		
92. Recommendations from family/friends as factor in decision to enroll.	4.87			4.50			4.40			5.75			5.40		
10. Child care facilities are available on campus.	4.56	4.67	-0.11	3.62	3.88	-0.26	5.20	5.50	-0.30	6.50	1.00	5.50	5.33	5.75	-0.42
91. Opportunity to play sports as factor in decision to enroll.	2.89			2.56			2.67			3.00			4.40		
81. Institution's commitment to part-time students?		5.91			5.89			6.22			4.75			5.80	
82. Institution's commitment to evening students?		5.88			5.79			6.45			5.50			6.25	

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

Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
83. Institution's commitment to older, returning learners?		5.96			5.63			6.67			5.40			6.25	
84. Institution's commitment to under-represented populations?		5.91			5.88			6.33			6.00			6.25	
85. Institution's commitment to commuters?		5.52			5.30			5.67			5.00			5.60	
86. Institution's commitment to students with disabilities?		6.05			6.12			6.57			6.33			6.25	

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Academic Advising/Counseling**

Scale/Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>ACADEMIC ADVISING/ COUNSELING</b>	6.37	5.70	0.67	6.29	5.86	0.43	6.43	6.05	0.38	6.57	5.71	0.86	5.80	5.80	0.00
6. My academic advisor is approachable.	6.48	5.79	0.69	6.43	6.00	0.43	6.60	6.11	0.49	6.60	5.25	1.35	6.25	6.20	0.05
12. My academic advisor helps me set goals to work toward.	6.14	5.47	0.67	6.15	5.62	0.53	5.80	5.88	-0.08	6.60	5.00	1.60	5.25	5.60	-0.35
25. My academic advisor is concerned about my success as an individual.	6.37	5.66	0.71	6.23	6.17	0.06	6.73	6.10	0.63	6.60	5.25	1.35	6.00	6.00	0.00
32. My academic advisor is knowledgeable about my program requirements.	6.55	6.00	0.55	6.36	6.28	0.08	6.82	6.33	0.49	6.60	6.67	-0.07	6.33	6.00	0.33
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.17	5.42	0.75	5.78	5.29	0.49	6.25	6.14	0.11	6.00	6.00	0.00	5.25	5.25	0.00
48. Counseling staff care about students as individuals.	6.39	5.88	0.51	6.50	6.00	0.50	6.33	5.78	0.55	6.75	6.75	0.00	5.75	6.00	-0.25
52. This school does whatever it can to help me reach my educational goals.	6.48	5.67	0.81	6.57	5.63	0.94	6.40	6.00	0.40	6.50	5.50	1.00	6.00	5.50	0.50

## Institutional Summary

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

Scale/Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>ACADEMIC SERVICES</b>	6.24	5.84	0.40	6.16	5.96	0.20	6.28	6.25	0.03	6.28	5.93	0.35	6.29	6.03	0.26
14. Library resources and services are adequate.	6.29	5.94	0.35	6.11	6.00	0.11	6.60	6.30	0.30	7.00	6.25	0.75	6.25	6.20	0.05
21. There are a sufficient number of study areas on campus.	6.18	5.87	0.31	6.04	5.96	0.08	6.45	6.40	0.05	5.80	5.80	0.00	6.25	6.00	0.25
26. Library staff are helpful and approachable.	6.08	5.93	0.15	5.85	5.45	0.40	6.00	6.20	-0.20	6.25	6.00	0.25	6.33	6.00	0.33
34. Computer labs are adequate and accessible.	6.29	5.82	0.47	6.63	6.15	0.48	6.27	6.60	-0.33	6.00	5.80	0.20	6.67	6.00	0.67
42. The equipment in the lab facilities is kept up to date.	6.38	5.78	0.60	6.44	6.58	-0.14	6.38	5.50	0.88	6.00	6.25	-0.25	6.00	6.00	0.00
50. Tutoring services are readily available.	6.10	5.68	0.42	5.75	5.58	0.17	5.78	6.33	-0.55	6.33	5.33	1.00	6.00	6.00	0.00
55. Academic support services adequately meet the needs of students.	6.34	5.80	0.54	6.23	5.82	0.41	6.50	6.14	0.36	6.75	6.00	0.75	6.67	6.00	0.67

### Institutional Summary

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

Scale/Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>ADMISSIONS AND FINANCIAL AID</b>	6.36	5.53	0.83	6.27	5.28	0.99	6.72	5.64	1.08	6.29	5.40	0.89	6.24	5.72	0.52
7. Adequate financial aid is available for most students.	6.47	5.66	0.81	6.46	4.88	1.58	6.91	5.70	1.21	6.50	5.25	1.25	6.67	5.75	0.92
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	4.94	1.48	6.29	4.68	1.61	6.90	4.50	2.40	6.33	5.33	1.00	6.25	5.00	1.25
20. Financial aid counselors are helpful.	6.38	5.32	1.06	6.42	5.04	1.38	6.78	5.63	1.15	6.00	4.50	1.50	6.25	6.00	0.25
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.22	5.77	0.45	5.96	5.71	0.25	6.86	5.80	1.06	6.67	6.50	0.17	5.67	6.00	-0.33
41. Admissions staff are knowledgeable.	6.41	5.79	0.62	6.39	5.73	0.66	6.64	6.33	0.31	6.00	5.00	1.00	6.25	6.00	0.25
49. Admissions counselors respond to prospective students' unique needs and requests.	6.23	5.70	0.53	6.11	5.57	0.54	6.22	6.13	0.09	6.00	6.00	0.00	6.33	5.67	0.66

## Institutional Summary

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

Scale/Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>CAMPUS CLIMATE</b>	6.25	5.75	0.50	6.21	5.87	0.34	6.35	5.84	0.51	6.48	5.52	0.96	6.04	5.83	0.21
1. Most students feel a sense of belonging here.	5.94	5.66	0.28	5.86	5.79	0.07	6.45	5.80	0.65	6.60	4.60	2.00	5.75	5.40	0.35
2. Faculty care about me as an individual.	6.36	5.75	0.61	6.18	6.11	0.07	6.73	5.70	1.03	6.80	5.80	1.00	6.25	6.20	0.05
16. The college shows concern for students as individuals.	6.32	5.50	0.82	6.32	5.58	0.74	6.90	5.50	1.40	6.60	5.20	1.40	5.50	5.80	-0.30
22. People on this campus respect and are supportive of each other.	6.26	5.69	0.57	6.18	5.70	0.48	6.27	5.73	0.54	6.20	5.20	1.00	6.00	5.80	0.20
27. The campus staff are caring and helpful.	6.34	5.93	0.41	6.19	5.92	0.27	6.27	5.73	0.54	6.40	6.00	0.40	6.33	6.00	0.33
28. It is an enjoyable experience to be a student on this campus.	6.39	5.91	0.48	6.46	6.33	0.13	6.18	5.91	0.27	6.50	5.40	1.10	6.33	5.75	0.58
31. The campus is safe and secure for all students.	6.51	6.03	0.48	6.50	6.26	0.24	6.80	5.80	1.00	6.50	6.25	0.25	7.00	6.00	1.00
36. Students are made to feel welcome on this campus.	6.47	6.05	0.42	6.59	6.41	0.18	6.60	6.00	0.60	6.40	5.80	0.60	6.33	6.00	0.33
44. I generally know what's happening on campus.	5.62	5.46	0.16	5.52	5.31	0.21	5.70	5.60	0.10	5.75	5.00	0.75	4.75	5.75	-1.00
45. This institution has a good reputation within the community.	6.21	6.07	0.14	6.11	6.35	-0.24	6.00	6.00	0.00	6.50	6.00	0.50	5.75	5.40	0.35



## Institutional Summary

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

Scale/Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
52. This school does whatever it can to help me reach my educational goals.	6.48	5.67	0.81	6.57	5.63	0.94	6.40	6.00	0.40	6.50	5.50	1.00	6.00	5.50	0.50
57. Administrators are approachable to students.	6.28	5.75	0.53	6.35	5.84	0.51	6.40	5.90	0.50	6.67	6.00	0.67	6.00	6.00	0.00
59. New student orientation services help students adjust to college.	6.04	5.66	0.38	5.93	5.44	0.49	5.80	5.44	0.36	6.50	6.00	0.50	6.67	6.00	0.67
63. I seldom get the "run-around" when seeking information on this campus.	6.34	5.70	0.64	6.25	5.91	0.34	6.45	6.27	0.18	6.67	4.67	2.00	6.33	6.00	0.33
67. Channels for expressing student complaints are readily available.	6.13	5.28	0.85	6.08	5.27	0.81	6.30	6.29	0.01	6.67	5.67	1.00	6.33	6.00	0.33

### Institutional Summary

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

Scale/Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>CAMPUS SUPPORT SERVICES</b>	5.81	5.55	0.26	5.69	5.39	0.30	6.13	5.66	0.47	6.29	5.86	0.43	5.92	5.77	0.15
10. Child care facilities are available on campus.	4.56	4.67	-0.11	3.62	3.88	-0.26	5.20	5.50	-0.30	6.50	1.00	5.50	5.33	5.75	-0.42
17. Personnel in the Veterans' Services program are helpful.	5.41	5.29	0.12	5.09	4.63	0.46	6.00	4.20	1.80	7.00	6.00	1.00	5.25	5.50	-0.25
19. This campus provides effective support services for displaced homemakers.	5.47	5.36	0.11	5.23	4.90	0.33	6.00	6.00	0.00				6.33	5.75	0.58
30. The career services office provides students with the help they need to get a job.	6.23	5.63	0.60	6.55	5.27	1.28	6.43	4.67	1.76	5.50	6.50	-1.00	6.00	6.25	-0.25
38. The student center is a comfortable place for students to spend their leisure time.	5.92	5.76	0.16	5.80	5.95	-0.15	6.45	6.20	0.25	5.67	5.67	0.00	6.00	5.80	0.20
47. There are adequate services to help me decide upon a career.	6.32	5.81	0.51	6.19	5.95	0.24	6.45	6.30	0.15	6.50	6.75	-0.25	6.00	5.40	0.60
59. New student orientation services help students adjust to college.	6.04	5.66	0.38	5.93	5.44	0.49	5.80	5.44	0.36	6.50	6.00	0.50	6.67	6.00	0.67

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Concern for the Individual**

Scale/Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>CONCERN FOR THE INDIVIDUAL</b>	6.39	5.72	0.67	6.34	5.98	0.36	6.67	5.78	0.89	6.67	5.78	0.89	6.00	6.00	0.00
2. Faculty care about me as an individual.	6.36	5.75	0.61	6.18	6.11	0.07	6.73	5.70	1.03	6.80	5.80	1.00	6.25	6.20	0.05
16. The college shows concern for students as individuals.	6.32	5.50	0.82	6.32	5.58	0.74	6.90	5.50	1.40	6.60	5.20	1.40	5.50	5.80	-0.30
25. My academic advisor is concerned about my success as an individual.	6.37	5.66	0.71	6.23	6.17	0.06	6.73	6.10	0.63	6.60	5.25	1.35	6.00	6.00	0.00
29. Faculty are fair and unbiased in their treatment of individual students.	6.50	5.81	0.69	6.50	6.04	0.46	6.64	5.82	0.82	6.60	6.00	0.60	6.67	6.00	0.67
48. Counseling staff care about students as individuals.	6.39	5.88	0.51	6.50	6.00	0.50	6.33	5.78	0.55	6.75	6.75	0.00	5.75	6.00	-0.25

### Institutional Summary

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

Scale/Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.46	5.81	0.65	6.49	6.02	0.47	6.63	6.01	0.62	6.47	5.58	0.89	6.19	5.81	0.38
2. Faculty care about me as an individual.	6.36	5.75	0.61	6.18	6.11	0.07	6.73	5.70	1.03	6.80	5.80	1.00	6.25	6.20	0.05
18. The quality of instruction I receive in most of my classes is excellent.	6.62	5.79	0.83	6.56	6.15	0.41	6.82	5.64	1.18	6.60	4.75	1.85	6.00	6.00	0.00
23. Faculty are understanding of students' unique life circumstances.	6.43	5.59	0.84	6.61	5.85	0.76	6.55	6.18	0.37	6.50	5.60	0.90	5.75	5.75	0.00
29. Faculty are fair and unbiased in their treatment of individual students.	6.50	5.81	0.69	6.50	6.04	0.46	6.64	5.82	0.82	6.60	6.00	0.60	6.67	6.00	0.67
37. Faculty take into consideration student differences as they teach a course.	6.37	5.57	0.80	6.29	5.78	0.51	6.45	5.55	0.90	6.40	5.80	0.60	6.25	5.20	1.05
46. Faculty provide timely feedback about student progress in a course.	6.49	5.62	0.87	6.44	5.85	0.59	6.64	6.00	0.64	6.60	4.40	2.20	6.00	5.80	0.20
54. Faculty are interested in my academic problems.	6.37	5.68	0.69	6.33	5.77	0.56	6.67	6.13	0.54	6.50	4.75	1.75	6.00	6.00	0.00
58. Nearly all of the faculty are knowledgeable in their fields.	6.63	6.11	0.52	6.82	6.22	0.60	7.00	6.40	0.60	6.50	6.25	0.25	6.33	5.75	0.58

## Institutional Summary

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

Scale/Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
61. Faculty are usually available after class and during office hours.	6.41	6.02	0.39	6.32	6.07	0.25	6.10	6.56	-0.46	6.20	6.00	0.20	5.67	5.25	0.42
64. Nearly all classes deal with practical experiences and applications.	6.43	5.95	0.48	6.50	6.19	0.31	6.55	5.82	0.73	5.75	5.25	0.50	6.67	6.00	0.67
65. Students are notified early in the term if they are doing poorly in a class.	6.34	5.26	1.08	6.33	5.71	0.62	6.30	5.50	0.80	6.67	4.33	2.34	6.33	6.00	0.33
66. Program requirements are clear and reasonable.	6.57	6.02	0.55	6.75	6.26	0.49	6.91	6.27	0.64	6.40	6.25	0.15	6.67	5.75	0.92
69. There is a good variety of courses provided on this campus.	6.43	6.03	0.40	6.39	6.11	0.28	6.55	6.50	0.05	6.50	6.00	0.50	6.33	6.00	0.33
70. I am able to experience intellectual growth here.	6.56	6.07	0.49	6.82	6.19	0.63	6.91	6.00	0.91	6.50	6.50	0.00	6.00	5.75	0.25

### Institutional Summary

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

Scale/Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>REGISTRATION EFFECTIVENESS</b>	6.36	5.83	0.53	6.32	5.76	0.56	6.38	6.00	0.38	6.18	6.08	0.10	6.06	5.79	0.27
5. The personnel involved in registration are helpful.	6.38	5.62	0.76	6.07	5.22	0.85	6.45	5.67	0.78	6.40	6.20	0.20	6.25	5.80	0.45
8. Classes are scheduled at times that are convenient for me.	6.58	5.61	0.97	6.39	5.36	1.03	6.82	5.70	1.12	6.20	5.80	0.40	5.50	5.40	0.10
15. I am able to register for classes I need with few conflicts.	6.52	5.65	0.87	6.57	5.89	0.68	7.00	5.36	1.64	6.60	6.20	0.40	6.00	5.80	0.20
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.35	5.69	0.66	6.46	5.69	0.77	6.27	5.80	0.47	6.00	6.60	-0.60	6.67	6.00	0.67
43. Class change (drop/add) policies are reasonable.	6.28	5.97	0.31	6.23	5.86	0.37	6.44	6.00	0.44	6.33	5.67	0.66	6.25	6.25	0.00
51. There are convenient ways of paying my school bill.	6.40	5.95	0.45	6.46	6.15	0.31	5.80	6.38	-0.58	6.00	6.50	-0.50	6.00	6.25	-0.25
56. The business office is open during hours which are convenient for most students.	6.17	5.82	0.35	6.08	5.29	0.79	6.30	6.22	0.08	6.00	5.00	1.00	6.00	5.75	0.25
60. Billing policies are reasonable.	6.31	5.86	0.45	6.36	5.81	0.55	6.00	6.25	-0.25	6.00	6.25	-0.25	6.33	5.25	1.08
62. Bookstore staff are helpful.	6.26	6.35	-0.09	6.22	6.60	-0.38	6.27	6.73	-0.46	6.00	6.50	-0.50	5.67	5.75	-0.08

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations**

Scale/Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.86			5.76			6.31			5.43			6.04	
81. Institution's commitment to part-time students?		5.91			5.89			6.22			4.75			5.80	
82. Institution's commitment to evening students?		5.88			5.79			6.45			5.50			6.25	
83. Institution's commitment to older, returning learners?		5.96			5.63			6.67			5.40			6.25	
84. Institution's commitment to under-represented populations?		5.91			5.88			6.33			6.00			6.25	
85. Institution's commitment to commuters?		5.52			5.30			5.67			5.00			5.60	
86. Institution's commitment to students with disabilities?		6.05			6.12			6.57			6.33			6.25	

### Institutional Summary

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

Scale/Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>SAFETY AND SECURITY</b>	6.20	5.16	1.04	6.14	5.32	0.82	6.15	4.48	1.67	6.10	5.33	0.77	6.06	5.78	0.28
4. Security staff are helpful.	5.73	5.23	0.50	5.62	5.74	-0.12	5.70	4.38	1.32	5.40	5.50	-0.10	5.50	5.80	-0.30
11. Security staff respond quickly in emergencies.	6.24	5.31	0.93	6.27	5.27	1.00	5.75	4.80	0.95	7.00			6.25	5.75	0.50
24. Parking lots are well-lighted and secure.	6.19	5.34	0.85	6.13	5.19	0.94	6.20	3.56	2.64	6.40	5.00	1.40	5.33	6.00	-0.67
31. The campus is safe and secure for all students.	6.51	6.03	0.48	6.50	6.26	0.24	6.80	5.80	1.00	6.50	6.25	0.25	7.00	6.00	1.00
39. The amount of student parking space on campus is adequate.	6.29	3.95	2.34	6.17	3.95	2.22	6.20	3.90	2.30	5.80	4.80	1.00	6.25	5.40	0.85



### Institutional Summary

Scales: In Order With Items That Make Up the Scale - Service Excellence

Scale/Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>SERVICE EXCELLENCE</b>	6.19	5.75	0.44	6.08	5.70	0.38	6.24	6.01	0.23	6.30	5.71	0.59	5.97	5.89	0.08
5. The personnel involved in registration are helpful.	6.38	5.62	0.76	6.07	5.22	0.85	6.45	5.67	0.78	6.40	6.20	0.20	6.25	5.80	0.45
22. People on this campus respect and are supportive of each other.	6.26	5.69	0.57	6.18	5.70	0.48	6.27	5.73	0.54	6.20	5.20	1.00	6.00	5.80	0.20
26. Library staff are helpful and approachable.	6.08	5.93	0.15	5.85	5.45	0.40	6.00	6.20	-0.20	6.25	6.00	0.25	6.33	6.00	0.33
27. The campus staff are caring and helpful.	6.34	5.93	0.41	6.19	5.92	0.27	6.27	5.73	0.54	6.40	6.00	0.40	6.33	6.00	0.33
44. I generally know what's happening on campus.	5.62	5.46	0.16	5.52	5.31	0.21	5.70	5.60	0.10	5.75	5.00	0.75	4.75	5.75	-1.00
57. Administrators are approachable to students.	6.28	5.75	0.53	6.35	5.84	0.51	6.40	5.90	0.50	6.67	6.00	0.67	6.00	6.00	0.00
62. Bookstore staff are helpful.	6.26	6.35	-0.09	6.22	6.60	-0.38	6.27	6.73	-0.46	6.00	6.50	-0.50	5.67	5.75	-0.08
63. I seldom get the "run-around" when seeking information on this campus.	6.34	5.70	0.64	6.25	5.91	0.34	6.45	6.27	0.18	6.67	4.67	2.00	6.33	6.00	0.33
67. Channels for expressing student complaints are readily available.	6.13	5.28	0.85	6.08	5.27	0.81	6.30	6.29	0.01	6.67	5.67	1.00	6.33	6.00	0.33

## Institutional Summary

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

Scale/Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>STUDENT CENTEREDNESS</b>	6.29	5.80	0.49	6.29	5.98	0.31	6.46	5.81	0.65	6.52	5.44	1.08	6.00	5.80	0.20
1. Most students feel a sense of belonging here.	5.94	5.66	0.28	5.86	5.79	0.07	6.45	5.80	0.65	6.60	4.60	2.00	5.75	5.40	0.35
16. The college shows concern for students as individuals.	6.32	5.50	0.82	6.32	5.58	0.74	6.90	5.50	1.40	6.60	5.20	1.40	5.50	5.80	-0.30
27. The campus staff are caring and helpful.	6.34	5.93	0.41	6.19	5.92	0.27	6.27	5.73	0.54	6.40	6.00	0.40	6.33	6.00	0.33
28. It is an enjoyable experience to be a student on this campus.	6.39	5.91	0.48	6.46	6.33	0.13	6.18	5.91	0.27	6.50	5.40	1.10	6.33	5.75	0.58
36. Students are made to feel welcome on this campus.	6.47	6.05	0.42	6.59	6.41	0.18	6.60	6.00	0.60	6.40	5.80	0.60	6.33	6.00	0.33
57. Administrators are approachable to students.	6.28	5.75	0.53	6.35	5.84	0.51	6.40	5.90	0.50	6.67	6.00	0.67	6.00	6.00	0.00

## Institutional Summary

**Items: In Sequential Order**

Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
1. Most students feel a sense of belonging here.	5.94	5.66	0.28	5.86	5.79	0.07	6.45	5.80	0.65	6.60	4.60	2.00	5.75	5.40	0.35
2. Faculty care about me as an individual.	6.36	5.75	0.61	6.18	6.11	0.07	6.73	5.70	1.03	6.80	5.80	1.00	6.25	6.20	0.05
3. The quality of instruction in the vocational/technical programs is excellent.	6.49	5.75	0.74	6.46	5.93	0.53	6.27	5.30	0.97	7.00	5.80	1.20	6.50	6.00	0.50
4. Security staff are helpful.	5.73	5.23	0.50	5.62	5.74	-0.12	5.70	4.38	1.32	5.40	5.50	-0.10	5.50	5.80	-0.30
5. The personnel involved in registration are helpful.	6.38	5.62	0.76	6.07	5.22	0.85	6.45	5.67	0.78	6.40	6.20	0.20	6.25	5.80	0.45
6. My academic advisor is approachable.	6.48	5.79	0.69	6.43	6.00	0.43	6.60	6.11	0.49	6.60	5.25	1.35	6.25	6.20	0.05
7. Adequate financial aid is available for most students.	6.47	5.66	0.81	6.46	4.88	1.58	6.91	5.70	1.21	6.50	5.25	1.25	6.67	5.75	0.92
8. Classes are scheduled at times that are convenient for me.	6.58	5.61	0.97	6.39	5.36	1.03	6.82	5.70	1.12	6.20	5.80	0.40	5.50	5.40	0.10
9. Internships or practical experiences are provided in my degree/certificate program.	6.26	5.65	0.61	5.92	5.26	0.66	6.10	5.50	0.60	6.33	6.33	0.00	6.25	6.20	0.05
10. Child care facilities are available on campus.	4.56	4.67	-0.11	3.62	3.88	-0.26	5.20	5.50	-0.30	6.50	1.00	5.50	5.33	5.75	-0.42
11. Security staff respond quickly in emergencies.	6.24	5.31	0.93	6.27	5.27	1.00	5.75	4.80	0.95	7.00			6.25	5.75	0.50

## Institutional Summary

Items: In Sequential Order

Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
12. My academic advisor helps me set goals to work toward.	6.14	5.47	0.67	6.15	5.62	0.53	5.80	5.88	-0.08	6.60	5.00	1.60	5.25	5.60	-0.35
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	4.94	1.48	6.29	4.68	1.61	6.90	4.50	2.40	6.33	5.33	1.00	6.25	5.00	1.25
14. Library resources and services are adequate.	6.29	5.94	0.35	6.11	6.00	0.11	6.60	6.30	0.30	7.00	6.25	0.75	6.25	6.20	0.05
15. I am able to register for classes I need with few conflicts.	6.52	5.65	0.87	6.57	5.89	0.68	7.00	5.36	1.64	6.60	6.20	0.40	6.00	5.80	0.20
16. The college shows concern for students as individuals.	6.32	5.50	0.82	6.32	5.58	0.74	6.90	5.50	1.40	6.60	5.20	1.40	5.50	5.80	-0.30
17. Personnel in the Veterans' Services program are helpful.	5.41	5.29	0.12	5.09	4.63	0.46	6.00	4.20	1.80	7.00	6.00	1.00	5.25	5.50	-0.25
18. The quality of instruction I receive in most of my classes is excellent.	6.62	5.79	0.83	6.56	6.15	0.41	6.82	5.64	1.18	6.60	4.75	1.85	6.00	6.00	0.00
19. This campus provides effective support services for displaced homemakers.	5.47	5.36	0.11	5.23	4.90	0.33	6.00	6.00	0.00				6.33	5.75	0.58
20. Financial aid counselors are helpful.	6.38	5.32	1.06	6.42	5.04	1.38	6.78	5.63	1.15	6.00	4.50	1.50	6.25	6.00	0.25
21. There are a sufficient number of study areas on campus.	6.18	5.87	0.31	6.04	5.96	0.08	6.45	6.40	0.05	5.80	5.80	0.00	6.25	6.00	0.25

## Institutional Summary

Items: In Sequential Order

Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
22. People on this campus respect and are supportive of each other.	6.26	5.69	0.57	6.18	5.70	0.48	6.27	5.73	0.54	6.20	5.20	1.00	6.00	5.80	0.20
23. Faculty are understanding of students' unique life circumstances.	6.43	5.59	0.84	6.61	5.85	0.76	6.55	6.18	0.37	6.50	5.60	0.90	5.75	5.75	0.00
24. Parking lots are well-lighted and secure.	6.19	5.34	0.85	6.13	5.19	0.94	6.20	3.56	2.64	6.40	5.00	1.40	5.33	6.00	-0.67
25. My academic advisor is concerned about my success as an individual.	6.37	5.66	0.71	6.23	6.17	0.06	6.73	6.10	0.63	6.60	5.25	1.35	6.00	6.00	0.00
26. Library staff are helpful and approachable.	6.08	5.93	0.15	5.85	5.45	0.40	6.00	6.20	-0.20	6.25	6.00	0.25	6.33	6.00	0.33
27. The campus staff are caring and helpful.	6.34	5.93	0.41	6.19	5.92	0.27	6.27	5.73	0.54	6.40	6.00	0.40	6.33	6.00	0.33
28. It is an enjoyable experience to be a student on this campus.	6.39	5.91	0.48	6.46	6.33	0.13	6.18	5.91	0.27	6.50	5.40	1.10	6.33	5.75	0.58
29. Faculty are fair and unbiased in their treatment of individual students.	6.50	5.81	0.69	6.50	6.04	0.46	6.64	5.82	0.82	6.60	6.00	0.60	6.67	6.00	0.67
30. The career services office provides students with the help they need to get a job.	6.23	5.63	0.60	6.55	5.27	1.28	6.43	4.67	1.76	5.50	6.50	-1.00	6.00	6.25	-0.25

## Institutional Summary

Items: In Sequential Order

Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
31. The campus is safe and secure for all students.	6.51	6.03	0.48	6.50	6.26	0.24	6.80	5.80	1.00	6.50	6.25	0.25	7.00	6.00	1.00
32. My academic advisor is knowledgeable about my program requirements.	6.55	6.00	0.55	6.36	6.28	0.08	6.82	6.33	0.49	6.60	6.67	-0.07	6.33	6.00	0.33
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.22	5.77	0.45	5.96	5.71	0.25	6.86	5.80	1.06	6.67	6.50	0.17	5.67	6.00	-0.33
34. Computer labs are adequate and accessible.	6.29	5.82	0.47	6.63	6.15	0.48	6.27	6.60	-0.33	6.00	5.80	0.20	6.67	6.00	0.67
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.35	5.69	0.66	6.46	5.69	0.77	6.27	5.80	0.47	6.00	6.60	-0.60	6.67	6.00	0.67
36. Students are made to feel welcome on this campus.	6.47	6.05	0.42	6.59	6.41	0.18	6.60	6.00	0.60	6.40	5.80	0.60	6.33	6.00	0.33
37. Faculty take into consideration student differences as they teach a course.	6.37	5.57	0.80	6.29	5.78	0.51	6.45	5.55	0.90	6.40	5.80	0.60	6.25	5.20	1.05
38. The student center is a comfortable place for students to spend their leisure time.	5.92	5.76	0.16	5.80	5.95	-0.15	6.45	6.20	0.25	5.67	5.67	0.00	6.00	5.80	0.20

## Institutional Summary

### Items: In Sequential Order

Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
39. The amount of student parking space on campus is adequate.	6.29	3.95	2.34	6.17	3.95	2.22	6.20	3.90	2.30	5.80	4.80	1.00	6.25	5.40	0.85
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.17	5.42	0.75	5.78	5.29	0.49	6.25	6.14	0.11	6.00	6.00	0.00	5.25	5.25	0.00
41. Admissions staff are knowledgeable.	6.41	5.79	0.62	6.39	5.73	0.66	6.64	6.33	0.31	6.00	5.00	1.00	6.25	6.00	0.25
42. The equipment in the lab facilities is kept up to date.	6.38	5.78	0.60	6.44	6.58	-0.14	6.38	5.50	0.88	6.00	6.25	-0.25	6.00	6.00	0.00
43. Class change (drop/add) policies are reasonable.	6.28	5.97	0.31	6.23	5.86	0.37	6.44	6.00	0.44	6.33	5.67	0.66	6.25	6.25	0.00
44. I generally know what's happening on campus.	5.62	5.46	0.16	5.52	5.31	0.21	5.70	5.60	0.10	5.75	5.00	0.75	4.75	5.75	-1.00
45. This institution has a good reputation within the community.	6.21	6.07	0.14	6.11	6.35	-0.24	6.00	6.00	0.00	6.50	6.00	0.50	5.75	5.40	0.35
46. Faculty provide timely feedback about student progress in a course.	6.49	5.62	0.87	6.44	5.85	0.59	6.64	6.00	0.64	6.60	4.40	2.20	6.00	5.80	0.20
47. There are adequate services to help me decide upon a career.	6.32	5.81	0.51	6.19	5.95	0.24	6.45	6.30	0.15	6.50	6.75	-0.25	6.00	5.40	0.60
48. Counseling staff care about students as individuals.	6.39	5.88	0.51	6.50	6.00	0.50	6.33	5.78	0.55	6.75	6.75	0.00	5.75	6.00	-0.25

## Institutional Summary

Items: In Sequential Order

Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
49. Admissions counselors respond to prospective students' unique needs and requests.	6.23	5.70	0.53	6.11	5.57	0.54	6.22	6.13	0.09	6.00	6.00	0.00	6.33	5.67	0.66
50. Tutoring services are readily available.	6.10	5.68	0.42	5.75	5.58	0.17	5.78	6.33	-0.55	6.33	5.33	1.00	6.00	6.00	0.00
51. There are convenient ways of paying my school bill.	6.40	5.95	0.45	6.46	6.15	0.31	5.80	6.38	-0.58	6.00	6.50	-0.50	6.00	6.25	-0.25
52. This school does whatever it can to help me reach my educational goals.	6.48	5.67	0.81	6.57	5.63	0.94	6.40	6.00	0.40	6.50	5.50	1.00	6.00	5.50	0.50
53. The assessment and course placement procedures are reasonable.	6.32	5.86	0.46	6.07	6.00	0.07	6.22	5.90	0.32	6.25	6.50	-0.25	6.33	6.00	0.33
54. Faculty are interested in my academic problems.	6.37	5.68	0.69	6.33	5.77	0.56	6.67	6.13	0.54	6.50	4.75	1.75	6.00	6.00	0.00
55. Academic support services adequately meet the needs of students.	6.34	5.80	0.54	6.23	5.82	0.41	6.50	6.14	0.36	6.75	6.00	0.75	6.67	6.00	0.67
56. The business office is open during hours which are convenient for most students.	6.17	5.82	0.35	6.08	5.29	0.79	6.30	6.22	0.08	6.00	5.00	1.00	6.00	5.75	0.25
57. Administrators are approachable to students.	6.28	5.75	0.53	6.35	5.84	0.51	6.40	5.90	0.50	6.67	6.00	0.67	6.00	6.00	0.00



## Institutional Summary

### Items: In Sequential Order

Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
58. Nearly all of the faculty are knowledgeable in their fields.	6.63	6.11	0.52	6.82	6.22	0.60	7.00	6.40	0.60	6.50	6.25	0.25	6.33	5.75	0.58
59. New student orientation services help students adjust to college.	6.04	5.66	0.38	5.93	5.44	0.49	5.80	5.44	0.36	6.50	6.00	0.50	6.67	6.00	0.67
60. Billing policies are reasonable.	6.31	5.86	0.45	6.36	5.81	0.55	6.00	6.25	-0.25	6.00	6.25	-0.25	6.33	5.25	1.08
61. Faculty are usually available after class and during office hours.	6.41	6.02	0.39	6.32	6.07	0.25	6.10	6.56	-0.46	6.20	6.00	0.20	5.67	5.25	0.42
62. Bookstore staff are helpful.	6.26	6.35	-0.09	6.22	6.60	-0.38	6.27	6.73	-0.46	6.00	6.50	-0.50	5.67	5.75	-0.08
63. I seldom get the "run-around" when seeking information on this campus.	6.34	5.70	0.64	6.25	5.91	0.34	6.45	6.27	0.18	6.67	4.67	2.00	6.33	6.00	0.33
64. Nearly all classes deal with practical experiences and applications.	6.43	5.95	0.48	6.50	6.19	0.31	6.55	5.82	0.73	5.75	5.25	0.50	6.67	6.00	0.67
65. Students are notified early in the term if they are doing poorly in a class.	6.34	5.26	1.08	6.33	5.71	0.62	6.30	5.50	0.80	6.67	4.33	2.34	6.33	6.00	0.33
66. Program requirements are clear and reasonable.	6.57	6.02	0.55	6.75	6.26	0.49	6.91	6.27	0.64	6.40	6.25	0.15	6.67	5.75	0.92

## Institutional Summary

### Items: In Sequential Order

Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
67. Channels for expressing student complaints are readily available.	6.13	5.28	0.85	6.08	5.27	0.81	6.30	6.29	0.01	6.67	5.67	1.00	6.33	6.00	0.33
68. On the whole, the campus is well-maintained.	6.37	6.27	0.10	6.37	6.59	-0.22	6.70	7.00	-0.30	5.40	6.50	-1.10	6.33	5.75	0.58
69. There is a good variety of courses provided on this campus.	6.43	6.03	0.40	6.39	6.11	0.28	6.55	6.50	0.05	6.50	6.00	0.50	6.33	6.00	0.33
70. I am able to experience intellectual growth here.	6.56	6.07	0.49	6.82	6.19	0.63	6.91	6.00	0.91	6.50	6.50	0.00	6.00	5.75	0.25
71. Campus: I found charging books at the Campus Shop to be helpful.	6.20	5.84	0.36	6.21	5.73	0.48	6.67	6.33	0.34	7.00	6.25	0.75	6.33	6.33	0.00
72. Campus: The trimester academic schedule will help me be successful.	5.65	4.92	0.73	5.67	4.86	0.81	5.00	4.83	0.17	5.67	5.25	0.42	6.33	5.50	0.83
73. Campus: The college provides effective support services to assist with transfer to a 4-year university.	6.35	5.65	0.70	5.88	5.33	0.55	5.50	6.40	-0.90	6.00	5.00	1.00	6.00	6.00	0.00
74. Campus: Western offers a sufficient number of classes online.	6.01	5.74	0.27	5.55	6.06	-0.51	5.90	6.33	-0.43	6.33	6.33	0.00	6.25	5.60	0.65
75. Campus: I had the opportunity to be involved in the	5.69	5.73	-0.04	5.55	5.89	-0.34	5.70	6.25	-0.55	6.00	5.50	0.50	4.75	5.50	-0.75

## Institutional Summary

Items: In Sequential Order

Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
community through a college activity or course.															
76. Campus: The college helps me identify resources to finance my education.	6.35	5.61	0.74	6.35	5.36	0.99	6.30	6.50	-0.20	6.33	6.00	0.33	6.50	5.60	0.90
77. Campus: The college effectively communicates important information to students.	6.45	5.89	0.56	6.18	5.93	0.25	6.55	5.82	0.73	6.75	5.75	1.00	6.00	6.20	-0.20
78. Campus: Help is readily available to students whose grades fall below average.	6.38	5.49	0.89	6.40	5.74	0.66	6.18	5.57	0.61	6.50	5.50	1.00	6.25	5.75	0.50
79. Campus: Effective support services are available for minority students.	6.01	5.79	0.22	6.20	6.08	0.12	5.75	6.17	-0.42	6.67	6.00	0.67	5.75	6.00	-0.25
80. Campus: The communication I receive from the College makes me feel like I made a good choice in attending Western.	6.37	5.95	0.42	6.29	6.19	0.10	6.45	5.73	0.72	6.00	6.20	-0.20	6.25	5.60	0.65
81. Institution's commitment to part-time students?		5.91			5.89			6.22			4.75			5.80	
82. Institution's commitment to evening students?		5.88			5.79			6.45			5.50			6.25	

## Institutional Summary

**Items: In Sequential Order**

Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
83. Institution's commitment to older, returning learners?		5.96			5.63			6.67			5.40			6.25	
84. Institution's commitment to under-represented populations?		5.91			5.88			6.33			6.00			6.25	
85. Institution's commitment to commuters?		5.52			5.30			5.67			5.00			5.60	
86. Institution's commitment to students with disabilities?		6.05			6.12			6.57			6.33			6.25	
87. Cost as factor in decision to enroll.	6.22			6.29			5.73			4.75			6.00		
88. Financial aid as factor in decision to enroll.	6.07			6.11			6.18			6.67			5.80		
89. Academic reputation as factor in decision to enroll.	5.91			5.39			6.18			6.00			5.40		
90. Size of institution as factor in decision to enroll.	5.20			5.15			5.09			6.00			5.00		
91. Opportunity to play sports as factor in decision to enroll.	2.89			2.56			2.67			3.00			4.40		
92. Recommendations from family/friends as factor in decision to enroll.	4.87			4.50			4.40			5.75			5.40		
93. Geographic setting as factor in decision to enroll.	5.84			5.50			6.00			6.25			5.40		

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

Item	Western Technical College			3021: Graphic Design			3025: Human Resource			3029: IT - Computer Support			3033: IT - Computer Support		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
94. Campus appearance as factor in decision to enroll.	5.13			5.07			5.50			5.25			5.40		
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.42			5.35			4.82			5.40			5.00		

## Institutional Summary

### Summary Items

Summary Item	Western Technical College	3021: Graphic Design	3025: Human Resource	3029: IT - Computer Support	3033: IT - Computer Support
So far, how has your college experience met your expectations?	Average: 5.00	Average: 5.43	Average: 4.82	Average: 5.20	Average: 4.00
1=Much worse than expected	1%	0%	0%	0%	0%
2=Quite a bit worse than I expected	0%	0%	0%	0%	0%
3=Worse than I expected	5%	3%	9%	20%	0%
4=About what I expected	30%	14%	27%	20%	100%
5=Better than I expected	30%	39%	45%	0%	0%
6=Quite a bit better than I expected	14%	21%	9%	40%	0%
7=Much better than expected	17%	21%	9%	20%	0%
Rate your overall satisfaction with your experience here thus far.	Average: 5.73	Average: 5.86	Average: 5.82	Average: 5.20	Average: 5.40
1=Not satisfied at all	1%	0%	0%	0%	0%
2=Not very satisfied	1%	0%	9%	20%	0%
3=Somewhat dissatisfied	4%	7%	0%	0%	0%
4=Neutral	5%	10%	0%	0%	0%
5=Somewhat satisfied	14%	0%	18%	20%	60%
6=Satisfied	47%	53%	36%	40%	40%
7=Very satisfied	24%	28%	36%	20%	0%
All in all, if you had to do it over, would you enroll here again?	Average: 6.01	Average: 6.43	Average: 6.18	Average: 6.00	Average: 6.20
1=Definitely not	1%	0%	0%	0%	0%
2=Probably not	2%	0%	0%	0%	0%
3=Maybe not	2%	0%	0%	0%	0%
4=I don't know	5%	7%	9%	20%	0%

**Institutional Summary**

**Summary Items**

Summary Item	Western Technical College	3021: Graphic Design	3025: Human Resource	3029: IT - Computer Support	3033: IT - Computer Support
5=Maybe yes	7%	7%	9%	0%	0%
6=Probably yes	32%	21%	36%	40%	80%
7=Definitely yes	47%	64%	45%	40%	20%